DOCUMENT RESUME

ED 435 801 CE 079 323

AUTHOR Berg, Fran, Ed.; Cunningham, Michelle, Ed.; Frick, Brian, Ed.; Krulek, Tammy, Ed.; Rancour, Paulette, Ed.

TITLE Adult Career Counseling Center Sixteenth Annual Report, September 1998-June 1999. Computer-Assisted Career Guidance Systems and Career Counseling Services.

INSTITUTION Oakland Univ., Rochester, MI. Adult Career Counseling Center.

PUB DATE 1999-00-00

NOTE 64p.; For the Fifteenth Annual Report, see ED 424 357.

PUB TYPE Reports - Descriptive (141)

EDRS PRICE MF01/PC03 Plus Postage.

DESCRIPTORS *Adult Counseling; Adult Students; *Career Counseling; Computer Oriented Programs; Higher Education; Student Personnel Services

IDENTIFIERS *Computer Assisted Career Guidance; *Oakland University MI

ABSTRACT

This annual report covers the background and recent accomplishments of the Adult Career Counseling Center (ACCC) at Oakland University, Rochester, Michigan. The following 11 topics are covered: (1) recent developments and history of the ACCC; (2) mission of the ACCC; (3) description of the ACCC; (4) ACCC coordination with the Practicum Counseling Center; (5) description of the computer-assisted career guidance systems and computer hardware upgrades; (6) client demographics; (7) analysis of clients' responses to ACCC exit survey; (8) case studies; (9) marketing and public relations; (10) marketing and public relations; and (11) ACCC advisory activities. In addition, the document includes six appendixes, including the ACCC disclosure statement; a description of DISCOVER and SIGI (System of Interactive Guidance and Information) Plus; auxiliary grant-supported services; report of the Pontiac ACCC; ACCC brochure; and a description of career counseling resources. The 11 accomplishments for the year that are covered as the first topic include the following: redesign of the ACCC brochure, revision of the ACCC Web site, updating of the career counseling resources brochure, refinement of the networked computer system, refinement of the computer system for maintaining ACCC client records and usage statistics, implementation of the redesigned small group and individual inservice training for Practicum students, redesign of the ACCC's disclosure statement, use of a "Steps of Career Counseling" handout to assist clients in understanding the process of career counseling, use of a staff log, use of career-related Web sites, and purchase of motivational posters. (KC)

Reproductions supplied by EDRS are the best that can be made
from the original document.

ED 435 801

ADULT CAREER COUNSELING CENTER

Sixteenth Annual Report

September 1998 - June 1999

Oakland University
Rochester, Michigan

Dr. Jane Goodman - Director

Report Editors
Fran Berg, Michelle Cunningham, Brian Frick,
Tammy Krulek & Paulette Rancour
Career Advisors

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY
J Goodman
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

BEST COPY AVAILABLE

CE079323

ADULT CAREER COUNSELING CENTER

SIXTEENTH ANNUAL REPORT
September 1998 – June 1999

Computer-Assisted Career Guidance Systems
And Career Counseling Services

123 O'Dowd Hall
Oakland University
Rochester, MI 48309-4494
(248) 370-3092
www.oakland.edu/counsel/accc
accc@oakland.edu

Dr. Jane Goodman, Director
Colleen Stroup, Supervisor

Career Advisors

Frances Berg
Michelle Cunningham
Brian Frick
Tammy Krulek
Paulette Rancour

ACKNOWLEDGEMENTS

There are number people who we must thank for their continued support and assistance. The Adult Career Counseling Center would like to recognize the following individuals for their contributions: University President Gary Russi, Acting Dean of Graduate Studies Brian Goslin, Dean of Education Mary Otto, and Assistant to the Dean Vicky Hunt.

The ACCC also wishes to express thanks to the Counseling Department faculty and staff, Chair Luellen Ramey, Department Secretary Anne Olson, and work study students Regina Markowski, Kelly Gehringer, Betty Kelly, and Jeannine Warner.

We also thank the Office Training/User Support (OTUS) for the installation and support of the computer systems necessary to service our clients.

Recognition is also given to the graduate candidates in counseling who serviced the ACCC this year. They are Michelle Cunningham, Tammy Krulek, Brian Frick, Fran Berg, and Paulette Rancour.

Finally, the staff and career advisors of the ACCC would like to acknowledge the members of the ACCC Advisory Board, extending our sincere thanks for their support and commitment to the efforts of this center. Advisory Board members for the 1997-1998 year included:

Mr. Patrick Bennett	Academic Advisor, Engineering & Computer Science, Oakland University
Ms. Marsha Boettger	Daimler-Chrysler Corporation
Ms. Clarise Bolduc	Oakland Community College
Dr. Elyce Cron	Assistant Professor, Department of Counseling, Oakland University
Ms. Judith Hoppin	Director of Professional Development and Educational Outreach, SEHS Oakland University
Ms. Ann Pogany	Assistant Professor, Library Oakland University
Ms. Anne Jackson	Academic Services & General Studies Oakland University

Ms. Cynthia Kretschmer	Director, Career Testing University Counseling Center
Mr. Michael Long	Associate Professor, Labor Studies Program and Director of the Ken Morris Center for Labor Studies, Oakland University
Ms. Karen Pagenette	Director, Center for Dislocated Workers, Oakland Community College
Mr. Robert Thomas	Director, Placement & Career Services Oakland University
Ms. Nancy Savage	Delphi Corporation

TABLE OF CONTENTS

Recent Developments and History of the Adult Career Counseling Center	1
Mission of the Adult Career Counseling Center	4
Description of the Adult Career Counseling Center	6
ACCC Coordination with Practicum Counseling Center	8
Description of the Computer-Assisted Career Guidance Systems And Computer Hardware Upgrades	9
Client Demographics	12
Analysis of Clients' Responses to ACCC Exit Survey	25
Typical Case Studies	27
Marketing and Public Relations	28
ACCC Advisor Activities	30
Appendix A – ACCC Disclosure Statement	33
Appendix B – Description of DISCOVER and SIGI Plus	34
Appendix C -- Auxiliary Grant-Supported Service	35
Appendix D – Brief Report of the Pontiac Adult Career Counseling Center	39
Appendix E – Adult Career Counseling Center Brochure	41
Appendix F -- Career Counseling Resources at Oakland University	42

RECENT DEVELOPMENTS AND HISTORY OF THE ADULT CAREER COUNSELING CENTER

Recent Developments

This year marks the Adult Career Counseling Center's (ACCC) sixteenth year of service. Dr. Jane Goodman, associate professor of counseling at Oakland University and member of the American Counseling Association's Governing Council, provides guidance and support as the director of the ACCC. Together with Dr. Goodman, the ACCC staff worked to enhance the counseling experience of our clients using the networked computer system, the newest computer guidance systems and several Internet based resources. Dr. Goodman also initiated several changes in the operation of the ACCC to facilitate improved customer service for the clients including:

1. Redesign of the Adult Career Counseling Center brochure.
2. Revision of our website (www.oakland.edu/counsel/accc).
3. Updating of the Career Counseling Resources brochure.
4. Further refinement of the networked computer system.
5. Refinement of the computerized system for maintaining ACCC client records and usage statistics.
6. Implementation of the redesigned small group and individual in-service training for Practicum students using the Adult Career Counseling Center's offices.
7. Redesign of the Adult Career Counseling Center's disclosure statement.
8. Utilization of a "Steps of Career Counseling" hand out to assist clients in understanding the process of career counseling.
9. Utilization of the many career related web sites to assist our clients in their career search.
10. Implementation of a staff log to assist in staff communication to ensure the efficiency of the ACCC.
11. Purchase of new motivational posters for ACCC meeting rooms.

These changes have facilitated the efficient and effective provision of services to the members of our community.

History

The Adult Career Counseling Center has served more than 11,000 clients during the last sixteen years of service. The vast majority of clients served, at no charge, are community adults. Our clients have ranged in age from as young as 15 years old to over 60 years old, and represent a culturally diverse population.

The development of the ACCC benefited greatly from the suggestions and support of Gerald Pine, former Dean of the School of Education and Human Services at Oakland University. His concept of the Center as being a place for service, training, and research was transformed into our productive Center.

The impetus for these programs of public service came from Oakland University's President, Joseph Champagne, in the spring of 1982. Financial support was provided by a portion of a state line item allocation for the broad purpose of promoting economic development and retraining unemployed workers in this geographic area.

Under the direction of Provost Keith Kleckner, a university-wide committee was established to review possible computer-assisted career guidance systems and related counseling programs that could be used to aid adults in this area. Upon recommendation of this committee, the university purchased five DISCOVER II computer-assisted guidance systems and one SIGI (System of Interactive Guidance and Information) computer-assisted guidance system in the summer of 1982.

Two systems (DISCOVER II and SIGI) were assigned to the Office of Academic Advising and General Studies to aid adults of this geographic area who were looking for assistance in reviewing education and training possibilities. Four DISCOVER II systems were allocated to the School of Education and Human Services to be utilized by the Counseling department and the Continuum Center in providing services to the adult population in this area.

During the Fall of 1982, committee members Tom Atkinson (Provost's Office), Elaine Chapman-Moore (Student Services), Robert Fink (Psychology Clinic), Jane Goodman (Continuum Center), Ronald Kevern (Placement Office), Pamela Marin (Office of the President), David Meyer (Human Resources and Development Area), and Howard Splete (Counseling Department and Committee Chair), planned for the implementation of these programs and the coordination of career counseling and information services across campus.

With the support of Gerald Pine, the Adult Career Counseling Center (ACCC) was established in Room 147 of O'Dowd Hall. After the first computers were programmed, in-service training was provided for 135 persons, including interested faculty, staff, and student assistants.

Since opening in 1982, computer programs used at the ACCC have continually been updated to ensure that clients benefit from the most current career counseling tools available. In 1985, a new computer-assisted guidance system, DISCOVER for Adult Learners, was added to meet the unique needs of adults in transition. In 1986 a second DISCOVER for Adult Learners replaced our DISCOVER II system to provide a more appropriate system for ACCC clients. In 1987, a new software program, SIGI PLUS was added to provide another approach to career exploration for ACCC clients. Also, a computer-assisted version of the Michigan Occupational Information System (MOIS) was obtained as an additional resource for ACCC clients seeking more local information. The Center has tested other software programs such as OPTIM (Occupational Projections and Training for Information for Michigan), the Resume Kit, Harris Selectory and Resume Writer. Only those programs that best meet the needs of the clients of the ACCC have been retained.

During the past few years Internet resources have also been explored. The staff of the ACCC work to stay abreast of the newest developments and resources available through the Internet. Computer generated information as well as a collection of monographs and other print materials allows for a more comprehensive service to be offered to our clients.

The rooms housing the ACCC have also changed during our fifteen-year history. In 1993-94, the ACCC was relocated from two large rooms to four private offices and a reception area to provide more efficient services and privacy for clients. During the 1996-97 academic year, our office environment changed again to include an office adjoining that of the Practicum Supervisor, with an additional large meeting room, and two smaller private meeting areas. Just prior to the 1997-98 year of service, our offices were relocated and changed to include one office and three small meeting rooms.

An important focus of the ACCC has always been on the research conducted by our graduate assistants. A description of the latest research project to be conducted as well as the results of the research conducted in the 1998-1999 year is included in this report. Over the years, many of our assistants have been published in career development journals and have presented their research at state conferences hosted by professional associations.

MISSION OF THE ADULT CAREER COUNSELING CENTER

Goals of the ACCC

1. Provide career exploration and planning opportunities to community adults at no cost.

2. Train faculty, staff, and students in the use of computer-assisted career guidance programs.

3. Support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives and Corresponding Means of Fulfillment

Goal 1:

To provide career exploration and planning opportunities to community adults at no charge.

Objectives	Activities
A. To aid clients in self-analysis relating relating to their interests, values, abilities, and experiences.	In-depth one on one discussions, use of DISCOVER, SIGI PLUS, and other assessment tools, such as inventories and card sorts.
B. To provide job information pertaining to careers of interest, such as salary ranges and job growth rates.	Use of DISCOVER, SIGI PLUS, MOIS, O*NET, the Occupational Outlook Handbook (online version), and other internet resources.
C. To aid clients in the process of taking the next step.	Provision of individual advising Sessions, school or training program selection, resume preparation, honing interview skills, practice and informational interviewing.

Goal 2:

To train faculty, staff, and students in the use of computer-assisted career guidance programs.

Objectives	Activities
A. To train faculty and staff.	Provision of periodic in-service sessions.
B. To train graduate counseling students.	Provision of in-service training for students in CNS 640, Career Development Theory and Practice and CNS 664, Counseling Practicum.

Goal 3:

To support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives	Activities
A. To support master's level research.	Support of ACCC advisor's research activities at the Center based on the development of a research proposal in CNS 660, Research in Counseling.
B. To support Doctoral research.	Provision of facilities and support for research.

DESCRIPTION OF THE ADULT CAREER COUNSELING CENTER

Services Provided

The Adult Career Counseling Center (ACCC) provides advising services at no charge for adults who are seeking guidance with career-related issues. The ACCC services include exploring occupational information, facilitating self-awareness, assisting in resume preparation, developing interviewing skills, and offering referral information. Four graduate assistants, who are students in the Oakland University Master of Arts in Counseling program, render these services. The ACCC now offers an internship opportunity to interested graduate candidates in Counseling. The addition of an internship position allows the ACCC to supplement its staff, and to provide experience to those individuals interested in specialized training in career counseling.

Clients typically attend between three to five sessions to thoroughly explore the computerized career guidance programs as well as the paper and pencil assessments, and to discuss possible action plans for the future. Because of the number of return clients, the ACCC schedule book was often full.

The computer-assisted career guidance programs used in the ACCC are DISCOVER for Adults and Colleges, SIGI Plus, and MOIS. These systems aid adults in learning how their interests, abilities, life experiences, and values are related to possible occupations and/or educational and training opportunities. In-service training on these programs is also provided each semester to students in CNS 640 and CNS 664.

Depending on the needs of the client, other assessment instruments may be used. These include the Career Beliefs Inventory, Career Thoughts Inventory, Myers-Briggs Type Indicator (MBTI), the Campbell Interest and Skills Survey and the Strong Interest Inventory. The ACCC also has available a collection of print materials to supplement the services provided.

Telephone assistance is another service provided by the ACCC. Often advisors will provide referrals to other departments on campus, such as Placement and Career Services, Academic Services, International Studies and Advising, and the Education Department.

The Advising Process

A client schedules an initial one hour and 45 minute appointment to meet with an ACCC advisor.

The ACCC advisor gathers background data during an intake interview to identify the client's purpose for using the Center and to establish goals.

The client is provided with an overview of the computer programs and services available at the ACCC and through other departments offering counseling services on the Oakland University campus. The client is given a copy of the ACCC Disclosure statement (see Appendix A) which describes the responsibilities of a career advisor and the rights of the client. Referrals to the Practicum Counseling Center or other university and community resources may be made dependent on the specific needs of the client.

Clients are scheduled for subsequent appointments that are typically one hour to an hour and forty-five minutes in length.

Based on the client's specific needs, the ACCC advisor determines if a computer-assisted career guidance program or a standardized paper and pencil assessment would be most appropriate. The ACCC advisor then facilitates the use of these assessment tools.

The ACCC advisor provides assistance and an explanation of the results obtained from the computer-assisted career guidance program or the standardized paper and pencil assessment.

To more fully explore the client's career issue(s), the ACCC advisor may use other career exploration instruments such as personality assessments or card sorts.

The outcomes of any additional career guidance instruments are interpreted, in conjunction with the results of the data obtained from the initial assessments, to provide the client with information necessary to facilitate the decision-making process.

Prior to the termination of the counseling relationship, the ACCC advisor and client discuss the next steps the client may want to take to investigate such areas as training, further education, or job opportunities.

Upon completion of the counseling process, the client is asked to complete a short exit survey to evaluate the services provided by the advisor.

ACCC COORDINATION WITH PRACTICUM COUNSELING CENTER

For a number of years the Practicum Counseling Center (PCC) and the Adult Career Counseling Center (ACCC) have had a mutually beneficial partnership. The dual role Colleen Stroup assumes as Coordinator of the PCC and Supervisor of the ACCC further serves to foster this relationship.

It is a common practice for clients who have utilized the services of the ACCC to be referred to the PCC for their more comprehensive array of services. A referral may be made to the PCC because the client needs more in-depth exploration of a career issue, or he (she) may have additional issues or concerns that require personal counseling.

PCC counselors are also in-serviced by the ACCC advisors (Please refer to section entitled, "In-service training".) This training is essential because the majority of PCC clients with career issues are taken through the ACCC for exploration on one of the computer-assisted career guidance programs. The PCC counselor works with the client on these systems acting as coach and sounding board.

Having the ACCC in such close proximity, and serving such a supportive role to the PCC, enriches the services PCC counselors can deliver to their clients. At the same time, the PCC offers ACCC clients the option of continued in-depth counseling free-of-charge. The partnership of these two centers allows for the provision of quality counseling services to members of the community.

DESCRIPTION OF THE COMPUTER-ASSISTED CAREER GUIDANCE SYSTEMS AND COMPUTER HARDWARE UPGRADES

DISCOVER for Colleges and Adults

The Adult Career Counseling Center offers the annually updated DISCOVER for Colleges and Adults, a computer-based career planning and information system. In an effort to better utilize this program, permission was obtained from the vendor to network the software, therefore allowing for multiple usage at any given time.

DISCOVER is a carefully designed career planning program that provides clients with information about themselves, occupations, schools, and programs of study to aid in mature decision-making. Clients benefit most when using DISCOVER for Colleges and Adults in conjunction with counselor assistance.

During this year the ACCC obtained the newly designed Windows® version of DISCOVER. One of the new features included in this new version is crosswalks to information about occupations, majors, schools, scholarships and military occupations with the click of the mouse. Other new features include information about internships and apprenticeships, interactive videos on job interviews, hyperlinks to websites, over 110 minutes of instructional and motivational videos, thousands of occupation specific photographs, and a personal career plan for each client. A new handout has been created for students and clients to explain the functions of this new version (see Appendix B).

SIGI Plus (System of Interactive Guidance & Information Plus)

SIGI PLUS® is an advanced career guidance system that covers major aspects of career decision-making and planning. The system is composed of nine separate but interrelated sections. This allows the client to decide which sections are most applicable to his or her situation. SIGI PLUS will also recommend a pathway for utilizing the system. The use of SIGI PLUS often acts as a supplement to DISCOVER allowing for more in-depth exploration of the self.

A new Windows® version of SIGI PLUS was also introduced in 1998. The new version is easier to use incorporating the point and click manipulation. The manufacturers of SIGI PLUS have also produced a User's Guide that is provided to each client (See Appendix B).

MOIS (Michigan Occupational Information System)

The MOIS program is also updated on an annual basis. This year MOIS for Windows® Version 2.0 was purchased by the ACCC. It is an easy-to-use system of occupational and educational information specifically designed for the state of Michigan. Included in this version are new graphics and the point and click feature. Internet links are also provided throughout the program. Individuals who may benefit from MOIS include:

* Persons wanting detailed information on occupations and training in Michigan.
* Individuals undecided about their future.
* Homemakers re-entering the workforce.
* Young adults investigating college programs and career options.
* Individuals considering starting their own business.

For undecided clients, a structured search will suggest occupations based on several areas:

* Interests
* Abilities
* Assessment checklists
* Education

The system evaluates client input and provides a list of job titles that are most applicable to the client's data. The client may then explore MOISCRIPTS (occupational descriptions) for the occupations in which they are most interested. Individuals with a specific occupation in mind can bypass the structured search and go directly to the MOISCRIPTS for career information. MOISCRIPTS cover areas such as:

* Specific job duties
* Working conditions
* Methods of occupational entry
* Salaries and wages
* Employment outlook
* Educational requirements
* Tips for finding additional information

Other segments included in MOIS give information on many different areas such as:

* Transition planning
* Financial aid considerations and documents
* Decision Making
* Successful Job Search Strategies
* How to start a small business
  (This section includes how to develop a business plan, cash flow and bookkeeping considerations, home-based and franchised businesses, and even a sample business loan application.

The Internet

The ACCC has entered the computer age as a fully functioning member. In addition to having the most current version of all computer assisted counseling guidance systems available for use, the ACCC now has a WEB address (www.oakland.edu/counsel/accc) and is linked to other key counseling sites. An Internet guide has been prepared by intern Nancy Savage for use by advisors and clients to assist in the effective use of the multitude of information available on the Internet. This guide has been used often with a high degree of success and high client satisfaction.

The ACCC has also made use of two great governmental WEB addresses 1: (www.doleta.gov/programs/onet) The O-net, which is slowly replacing the Dictionary of occupational Titles, this is a great web address to learn about careers as well as yourself. 2: (www.bls.gov/oco/ocohome.htm) The Occupational Outlook Handbook is now on-line, this as well as the O-net gives our clients the most updated career information, for thousands of different occupations.

Technological Updates in the ACCC

Due to the steady stream of updates in the previous mentioned software programs, the ACCC found it necessary to upgrade two of the computer systems this year. These updates have been essential to the Center and the advisors in order to offer clients more services and to increase the efficiency of the Center.

For one room a Compaq Presario 850 was purchased, complete with Windows 95, video and sound cards, speakers, and a color printer. This system has provided the needed capacity to run the new Windows-based software. This system was also helpful in creating and publishing our new web site.

The second system purchased was a Gateway, Pentium II, also complete with Windows 95, video and sound cards, and speakers. This system made it possible to run the new DISCOVER software with clients.

The ACCC Staff is proud of their leap into new technology and foresees better, faster, more efficient and user-friendly service to our clients.

CLIENT DEMOGRAPHICS

During the academic year 1998-99, the career advisors of the ACCC saw 335 community clients. Additionally 125 clients were either Practicum or Careers Class counseling students. In total, 460 clients utilized the services of the Adult Career Counseling Center.

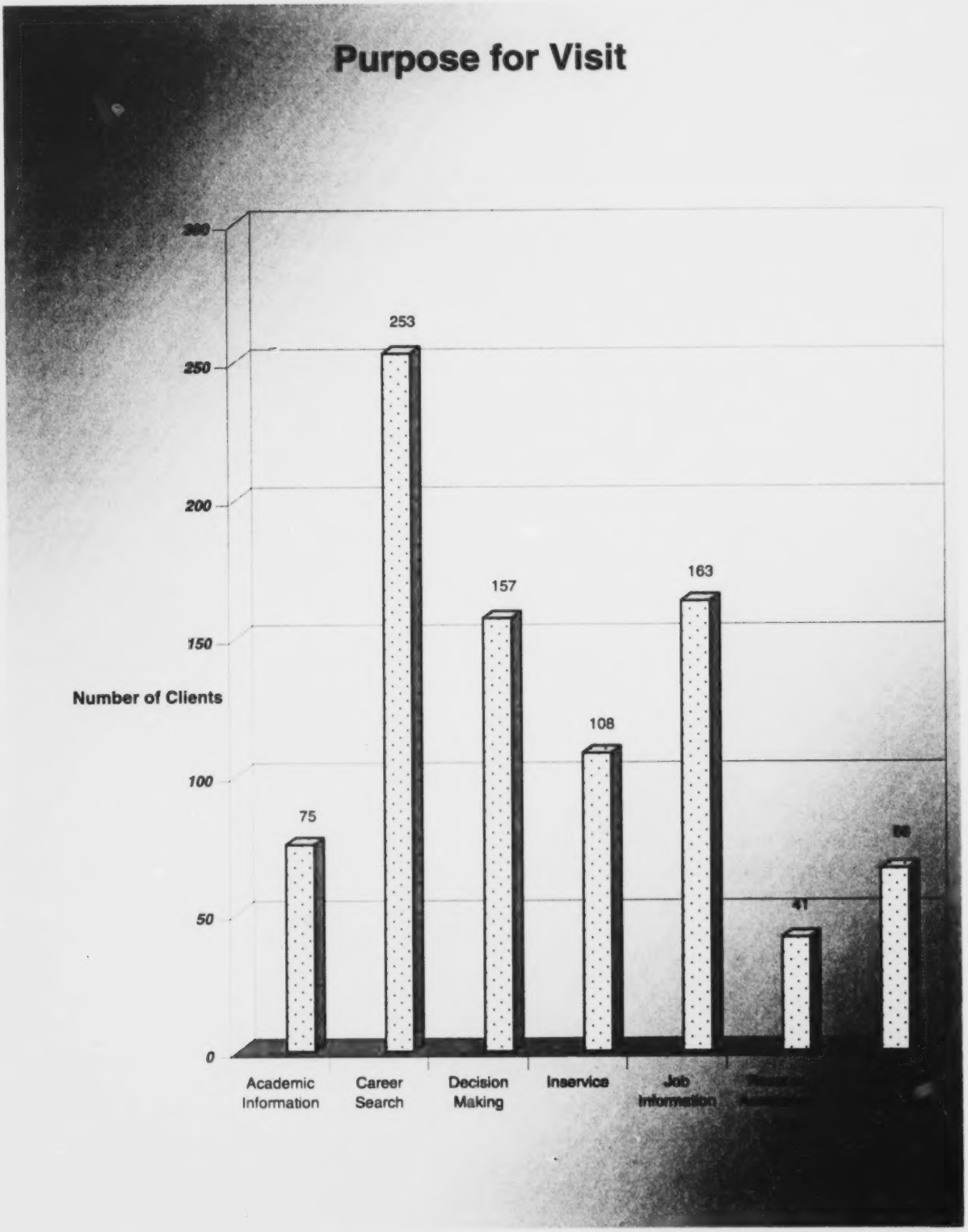
This total number of clients is less than last year, although a steady 46% of clients returned for more than one visit compared to the previous year's 34% return rate. We are encouraged by these figures as it indicates that clients are receiving a more comprehensive service.

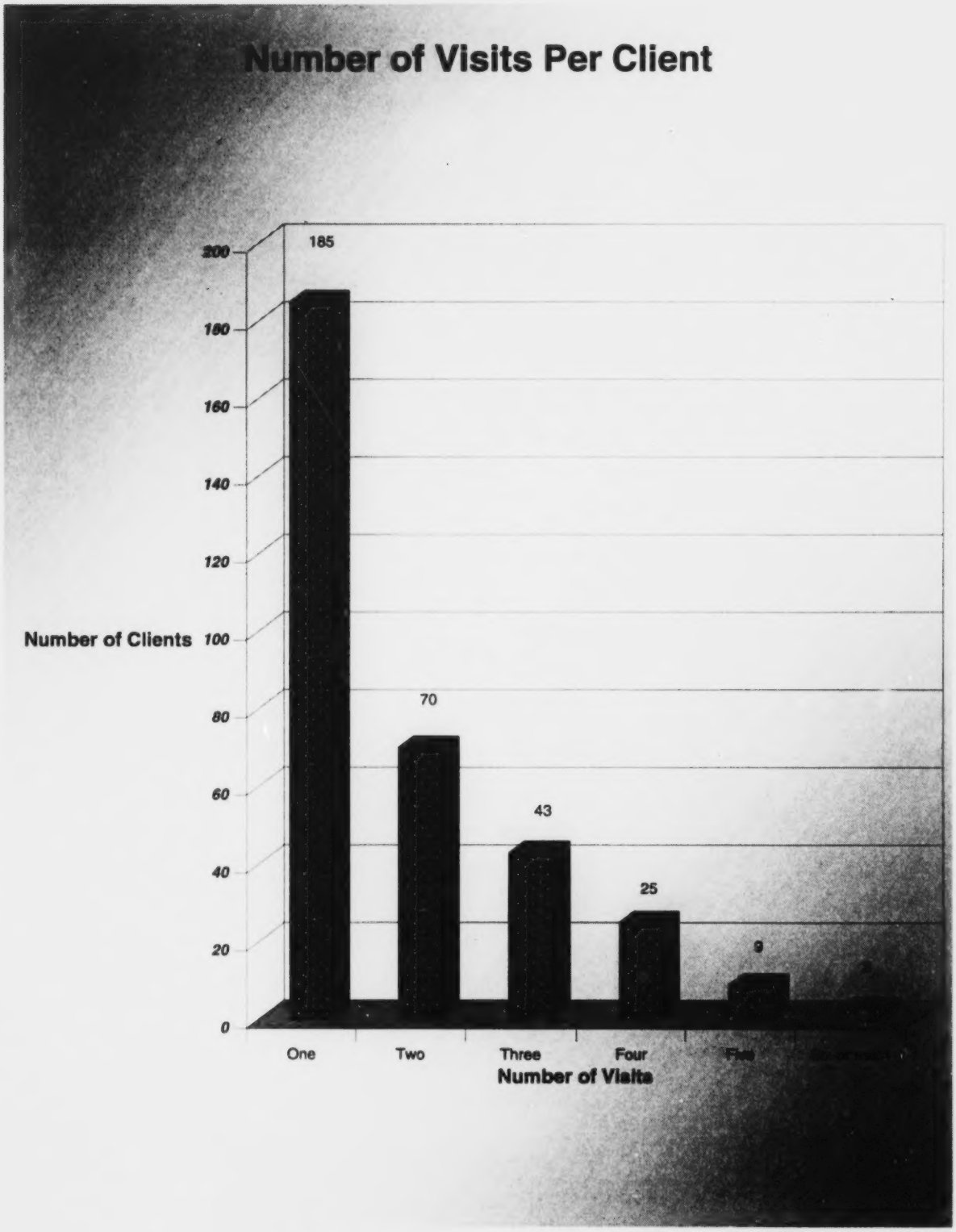
All clients who come to the Center complete an in-depth intake form. For the second year, the advisors continued to input client demographic information into a computer database format. This allowed the advisors to electronically track and evaluate the client demographic information. As always, this information is strictly confidential and access is only available to the career advisors.

On the following pages graphs are provided to illustrate the demographics of the information that was captured on the computerized database during the year. The following graphs provide a breakdown of the client population by:

* Purpose for using the Center
* Number of visits
* Referral source
* Gender
* Age
* Ethnicity
* Geographic distribution
* Educational level
* Employment status
* Marital status
* Household annual income

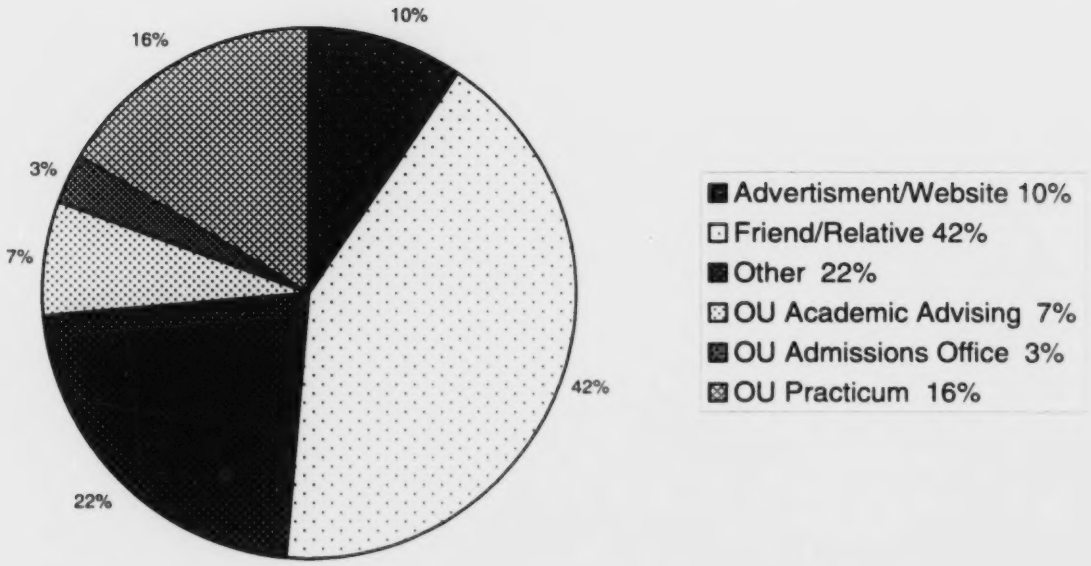
Those numbers that total more than 460 indicate items where the client was able to respond to more than one choice to a particular question.


Purpose for Visit
Number of Clients
300
250
200
150
100
50
0
75
253
157
108
163
41
Academic Information
Career Search
Decision Making
Inservice
Job Information

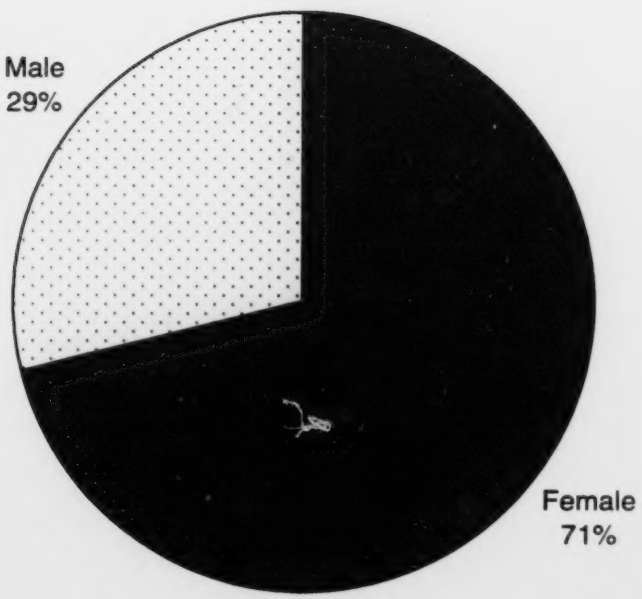


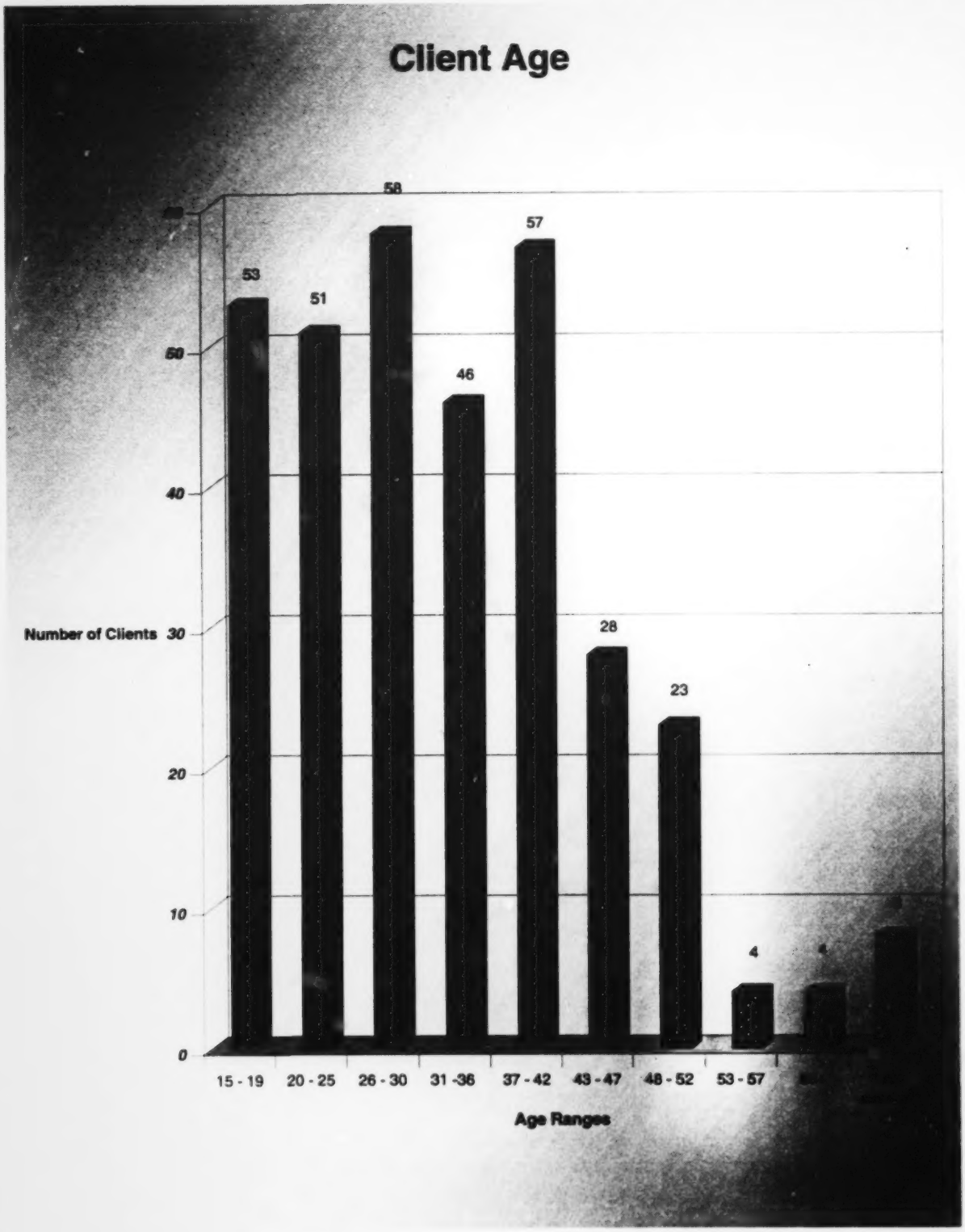
BEST COPY AVAILABLE

Referral Sources



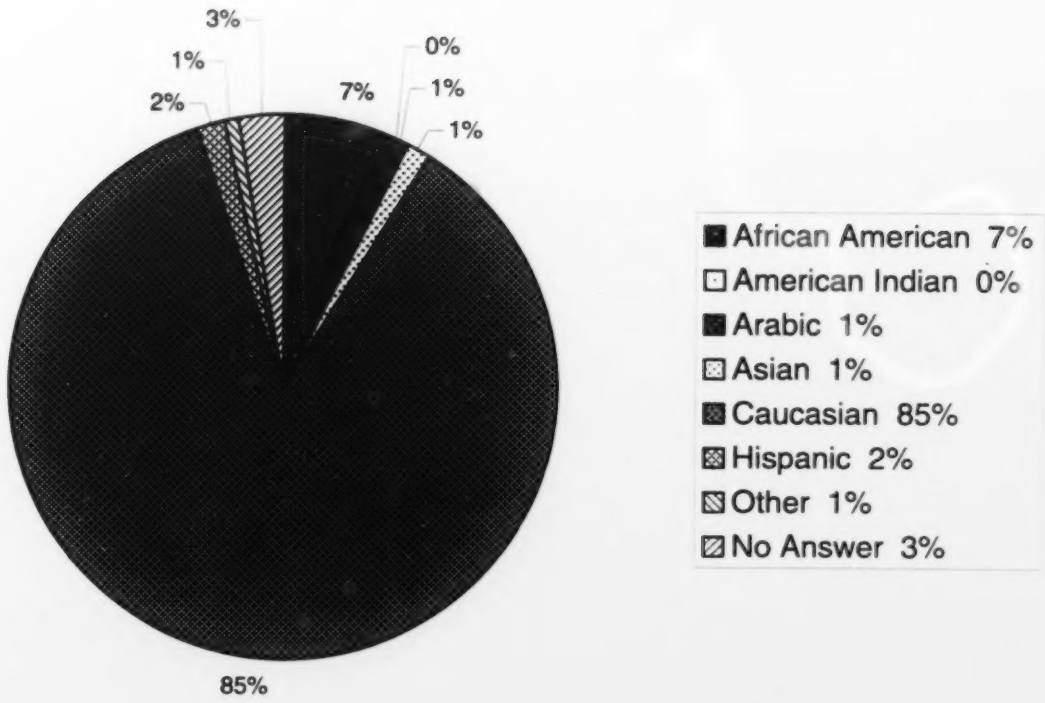
Client Gender

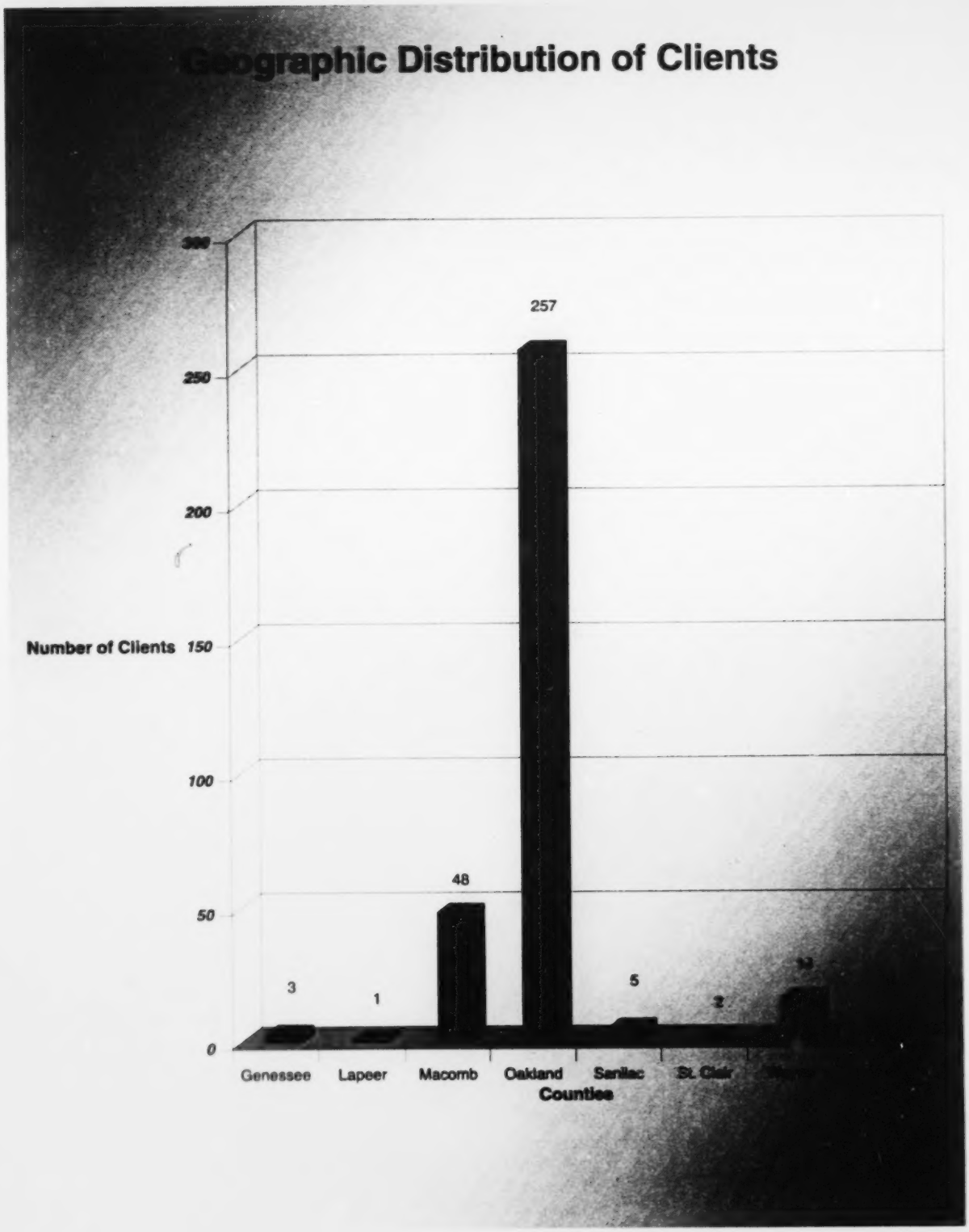


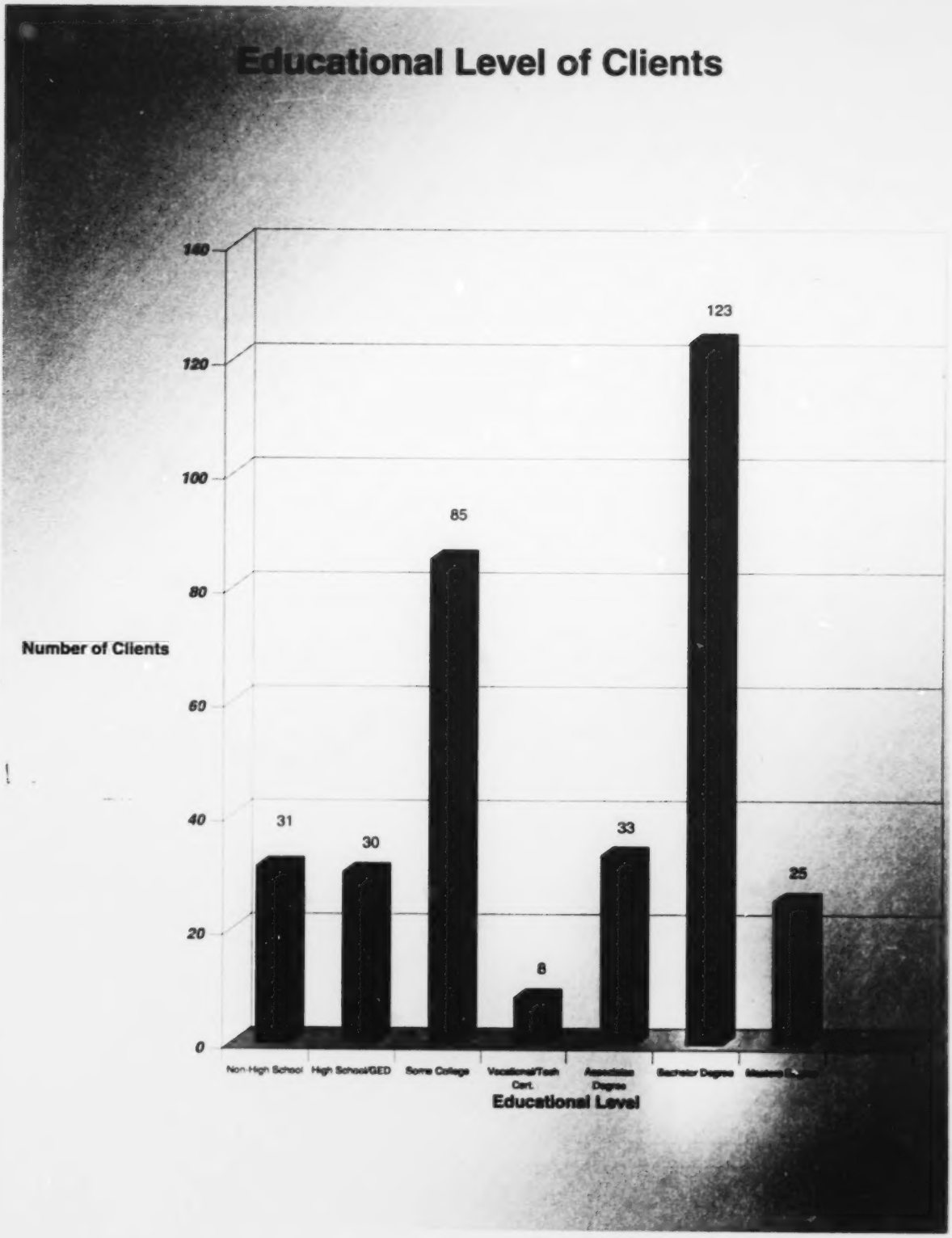


BEST COPY AVAILABLE

Client's Ethnicity



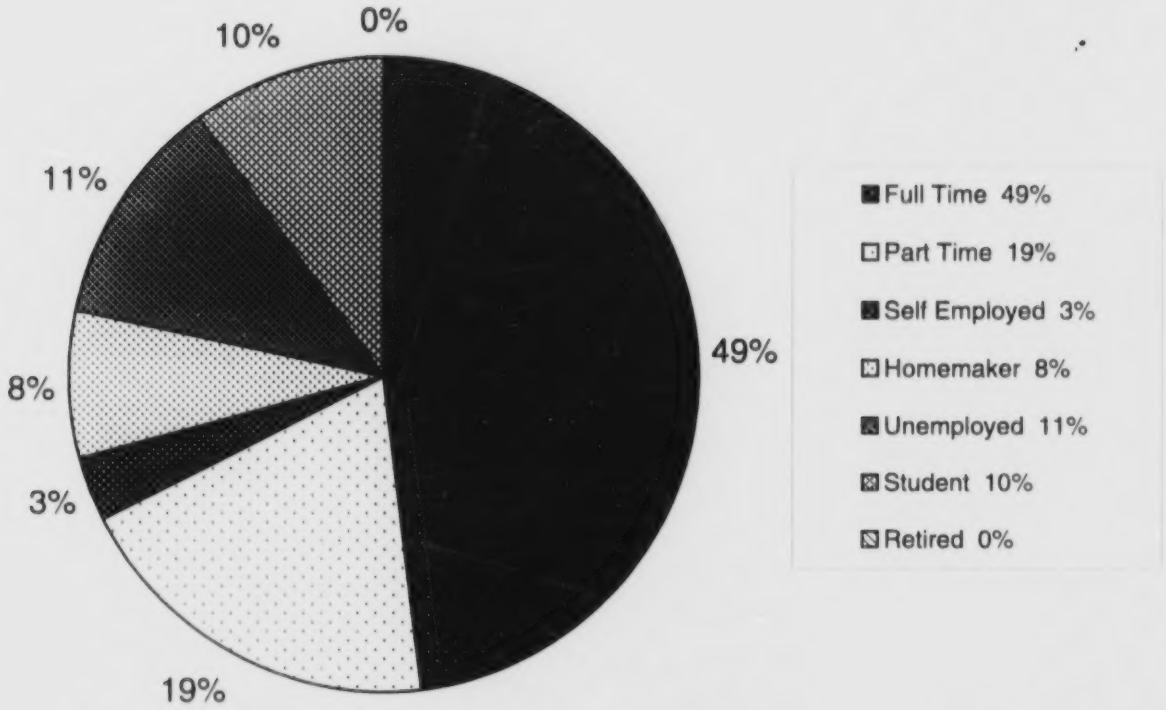

Geographic Distribution of Clients
300
250
200
150
100
50
0
Number of Clients
257
48
3
1
5
2
Genessee
Lapeer
Macomb
Oakland
Sanilac
St. Clair
Counties



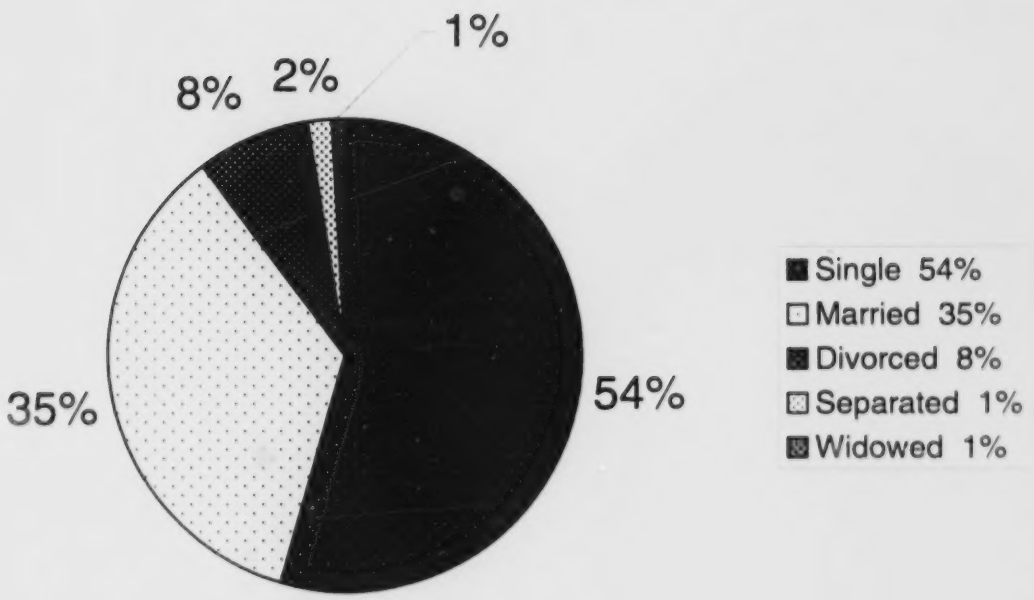
26

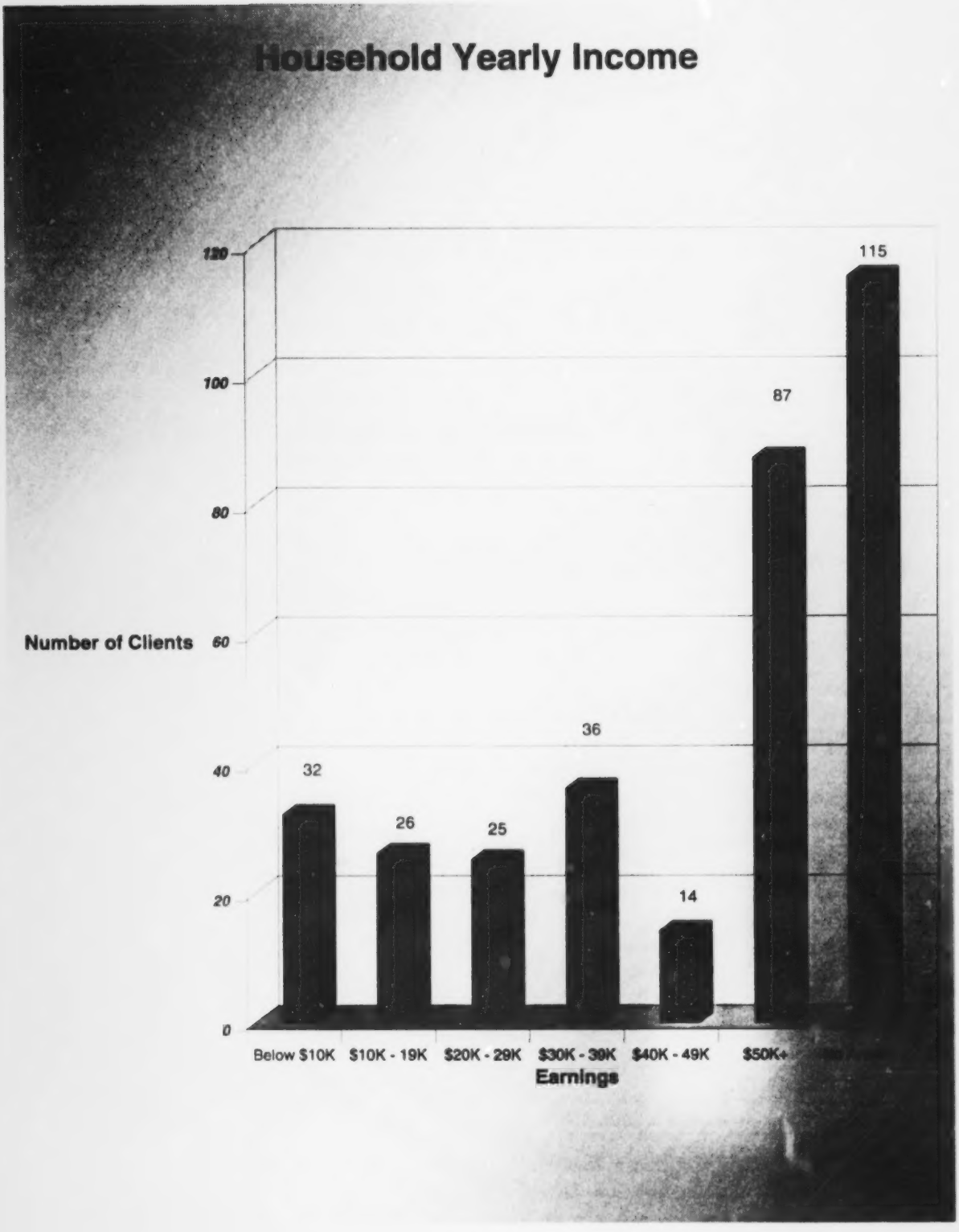
BEST COPY AVAILABLE

Employment Status

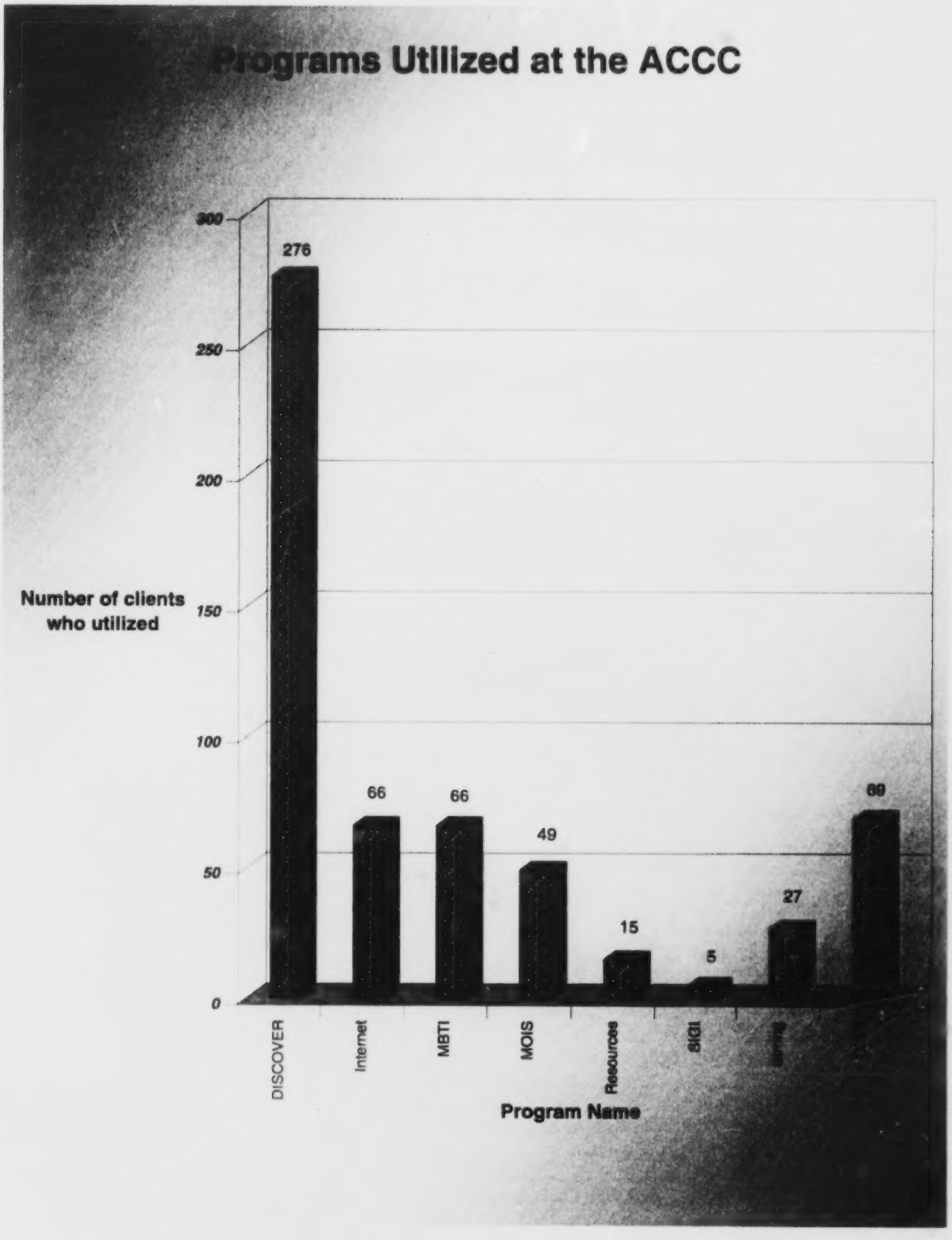


Marital Status of Clients





BEST COPY AVAILABLE


Programs Utilized at the ACCC
Number of clients who utilized
300
250
200
150
100
50
0
276
66
66
49
15
5
27
69
DISCOVER
Internet
MBTI
MOIS
Resources
SIGI
Program Name

ANALYSIS OF CLIENTS' RESPONSES TO ACCC EXIT SURVEY

When clients have completed their sessions, they are asked to complete an exit survey. This survey allows the ACCC to evaluate many areas, including how the client views the services they have received, the quality of the services, the effectiveness of their career advisor and the overall environment of the ACCC. This provides the Center with an opportunity to improve and grow based on the needs of our clients. The following information is based on completed exit surveys during the period of September 1998 through June 1999.

Respondents rated their overall experience as a client of the ACCC:

OUTSTANDING	86%
BENEFICIAL	14%
POOR	0%

Respondents rated the computer guidance programs using the following scale:

5=Outstanding 4=Very Good 3=Good 2=Fair 1=Poor

DISCOVER	=	4.3
SIGI PLUS	=	3.8
MOIS	=	4.1
CAREER	=	4.5

(Available on-line Career Explorer, for registered users)

O-Net	=	5.0

Respondents also rate other resources used in the ACCC, using the same scale as above. They rated other resources as follows:

MBTI	=	4.5
Strong	=	4.0
Worksheets	=	4.5
CISS	=	4.3

(Campbell Interest and Skills Survey)

Respondents rated the advisor skills and overall manner:

OUTSTANDING	=	64%
VERY GOOD	=	31%
GOOD	=	5%

Clients' suggestions for improvement at the ACCC included:

-Include Aptitude Tests

-Interviewing techniques and preparation

-Authorized lending of books

-Results from assessments seem to be too broad, a test that narrows the fields a little would be helpful

-More Comfort In Room, More Work Space

-Group Sessions with Others in Counseling

General Comments included:

"From my very first contact with the career counseling center through my final visit I had a very positive experience. *Thank you!* "

"This is an *excellent* service! Not only have I found direction as a result—I know others who have had a similar success at this office. Thank you!"

"You have provided a fine professional and beneficial service. Thank you."

"Very pleasant experience would recommend to others. Thanks for the Help!

"I now understand what bothers me about my career. I can try to find it at my current job or seek it elsewhere with more confidence also, I can work on my weaknesses being a planner type will make that task easier. Thank you!"

"There are many women who have been in the work force 20 or so years who are questioning their current work station—this program would be helpful to them. I would suggest marketing this so more people can take advantage of the evaluations. I found it on the television. Maybe an article in the newspaper?"

"This program is a bonus for people out there who are lost or stuck in a career they aren't happy with. Keep up the wonderful job!"

TYPICAL CASE STUDIES

Clients come to the Adult Career Counseling Center seeking assistance in resolving a variety of career issues. The following is just a sample of some of the career-related issues presented during this past year:

- Female client, 44 years old, stayed at home for twenty years to raise her children and would like to embark on a new career. She would like to assess her interests, abilities and values to enhance her career search.

- Male client, 31 years old, referred by his psychologist to explore jobs with upward mobility. He is feeling stuck in his current position.

- Female client, 25 years old, interested in returning to school, but needs full time employment before that process can begin. She is looking for both career and academics guidance.

- Female client, 22 years old, has been going on and off at a Community college, but has been unable to find a direction that feels right.

- Male client, 46 years old, Client came in wanting to identify strengths and interests, and work at restructuring resume. His current position is not intellectually stimulating and is very willing to go back to school.

- Female client, 18 years old, seeking assistance in narrowing and clarifying possible college majors and associated careers. The client is feeling pressured to follow in the family business.

- Male client, 22 years old, looking for career direction until he can attend graduate school. He would like to use his previous experience and education in his job selection process.

- Male client, 41 years old, feeling completely unsatisfied with current position. Looking for a career in the helping field, he wants to work with people, feels a need to give back to society.

MARKETING AND PUBLIC RELATIONS

A number of additional efforts have been made during the 1998-1999 academic year to increase public awareness of the services offered by the ACCC.

1998-1999 Marketing and Public Relations Efforts

- A press release was created and e-mailed to Oakland University's Media Relations Department, and then faxed to nineteen media outlets such as Detroit News, Oakland Press, and Macomb Daily. Surrounding television and radio stations were faxed 30 and 60 second public service announcements as well. Our goal was to infiltrate and reach the neighboring counties as thoroughly as possible.

- The ACCC public service announcement currently running on the Oakland University cable station was maintained.

- A bulletin board promoting the services of the ACCC and career counseling in the O'Dowd Hall on campus, was twice made over touting the headings of: "Putting the Puzzle Pieces Together" and "Extra, Extra Learn all About Careers".

- The ACCC web page was redesigned for a second time by work-study student Regina Markowski and other group members in MIS 480 – Marketing on the Web.

- The ACCC brochure was redesigned using new paper with a puzzle theme. (See Appendix E).

- The content in the Career Counseling and Information Resources brochure was updated and reprinted. Input was sought from all contributing departments to update addresses and phone numbers. (See Appendix F).

- A presentation was made to Groves High School about Hot Careers in the New Millenium. ACCC flyers and brochures were distributed to students and teachers.

Visitors to the ACCC

The reputation the ACCC has developed in the professional community, as well as at Oakland University, as a model university-sponsored career guidance service has led to a number of requests to visit our facilities.

During the fall semester an Oakland University Police Officer was invited to hold a safety presentation for ACCC staff to heighten security issues for our clients and ourselves.

Milissa Pierce, a Licensed Professional Counselor and practicum instructor, came to the ACCC for an in-service session on the updated DISCOVER program.

Paul Balan, L.L.P., of Vista Maria in Dearborn Heights, explored the career resources available for his adolescent clients and requested several copies of the ACCC brochure to distribute.

The ACCC Annual Open House was held on November 13, during National Career Development Month. This event was hosted to allow the community and university personnel to visit our center and learn more about our services. It was attended by over 40 individuals from the University and surrounding community.

Fiona Purchas visited us from New Zealand where she worked as a career consultant. Fiona toured the ACCC and we discussed the common concerns presented by our clients.

ACCC ADVISOR ACTIVITIES

The ACCC advisors' commitment to the Center involves a number of responsibilities and activities. In addition to working with clients, three additional activities should be highlighted: in-service training, research, and conference participation.

In-service Training

Each year the Adult Career Counseling Center provides in-service training to students, faculty and various area counselors who utilize computer-assisted career guidance programs. This in-service allows students in Practicum and Career classes to use the computer-assisted programs within the Adult Career Counseling Center with their own career clients during the semester. On occasion, local area counselors with a career client may request the opportunity to utilize the computer-assisted software within the ACCC. Every effort is made to accommodate this request. However, this will occur only if the Center does not have its own clients to counsel at the time requested.

This year ACCC advisors conducted in-service training sessions in a one-on-one capacity. With the new updates in the DISCOVER software and the needs of the students, this appeared to be a successful training method.

Among those who received in-service training during the 1998-1999 academic year were students in:

Graduate counseling course	CNS 640: Career Development Theory and Practice
Graduate counseling course	CNS 664: Counseling Practicum

In total, 125 people received in-service training at the ACCC from September 1998 through June 1999.

Research

The third goal of the ACCC is to support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults. ACCC advisors have fulfilled this goal since the inception of the Center in 1982 by conducting research in the field of career development. Following is a brief description of a proposal for the upcoming 1998-99 academic year:

Completed Research:

ASSESSING INTERNET INSTRUCTION METHODS WITH ADULT CAREER COUNSELING CLIENTS

Michelle Cunningham and Tammy Krulek

In response to the increased use of the internet within career advising at the ACCC, this proposal was developed to study the most effective way of teaching career clients how to utilize the internet in their career development. We hypothesize that adult career counseling clients who receive Internet instruction from a career advisor will report greater satisfaction with their knowledge of the Internet to access career resources than adult career counseling clients who use a self tutorial. We intend to recruit 90 clients who come to the ACCC for service between September 1998 and April 1999, for participation in this research. Unfortunately, this study was inconclusive in demonstrating that the advisor Internet instruction was significantly more satisfying than the self tutorial group.

Proposed Research:

A CASE STUDY OF CAREER COUNSELING WITH MIDDLE SCHOOL CHILDREN AND THEIR PARENT (S): THE EFFECTS ON CHILDREN'S FUTURE SCHOOL STRATEGIES

Brian Frick and Paulette Rancour

We propose to use the opportunity of the Gear-Up Grant that our Director, Jane Goodman, and colleagues have received to conduct our research. We hope, through direct career counseling with these clients, we will find a marked expansion in the children's career goals and thus their future school plans.

Conference Participation

ACCC advisors are encouraged to attend conferences sponsored by professional associations. Conference attendance provides the opportunity for skill development, networking, and increased awareness of alternative and innovative approaches to career counseling. The conferences attended by the ACCC advisors include the following:

Michigan Career Development Association Spring Conference
"Ready? Set? Go! Mobilizing your students, your clients, and yourself."
March, 1999

Oakland University's Graduate Counseling Student Association's Annual Conference – Anger Management
Rochester, Michigan, May 7, 1999

Michigan Counseling Association Leadership Conference
"Adventures in Learning"
Hersey, Michigan, July, 1999

APPENDIX A
ACCC DISCLOSURE STATEMENT

THE ADULT CAREER COUNSELING CENTER....

What does a career advisor do?

ACCC career advisors help clients gather information about themselves and various career options. They also help client evaluate this information and make plans related to career/life directions. Various strategies and techniques are used that are relevant to the unique needs of each client. During your visits to the ACCC, the career advisor will most likely do many of the following:

- Conduct an individual intake session to discuss your history, current situation, and career/life goals.
- Use computerized career planning systems, occupational information systems, and the World Wide Web to assist you in understanding the world of work.
- Administer and interpret assessments and inventories, which may be useful in identifying abilities, interests and other factors relevant to your career options.
- Encourage your self exploration exercises through worksheets and homework assignments
- Provide opportunities for improving your decision-making skills.
- Assist you in developing a career plan.
- Discuss job-hunting strategies, interview techniques, and assist in the development of your resume, if needed.

What training and supervision do the career advisors have?

Career advisors at the ACCC are graduate students in the Master of Arts in Counseling program at Oakland University. They are supervised by counselors in practice who have earned the designations of Licensed Professional Counselor (L.P.C.) and Nationally Certified Career Counselor (N.C.C.C.).

Ethical Practices

Career advisors at the ACCC are expected to follow the ethical guidelines of the National Career Development Association (NCDA) and the American Counseling Association (ACA).

Consumer Rights

Based on the guidelines of the National Board for Certified Counselors and Chi Sigma Iota, an honorary counseling society, the ACCC has adopted the following guidelines. The client has the right to:

- Be informed of the qualifications of your advisor, which includes education and relevant experience.
- Receive an explanation of services offered, your time commitments, rights and responsibilities.
- Have all that you say treated confidentially, informing you of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the techniques, strategies, and assessments used by the advisor and decide not to proceed with these at any time.
- Participate in goal setting and evaluate the progress toward meeting those goals.

...HELPING YOU PUT THE PIECES TOGETHER!

Oakland University 123 O'Dowd Hall Rochester, MI 48309 248) 370-3092 www.oakland.edu/counsel/accc

APPENDIX B
DESCRIPTION OF DISCOVER AND SIGI PLUS

DISCOVER -- Windows 95

DISCOVER is a comprehensive, integrated process that you can learn and use many times. DISCOVER will allow you to create a user record and each time you use the program, it will remember where you left off. You may choose to use any or all of the resources that are described below. Please feel free to print at any time. Also remember to print your "career plan" when you are finished. Review your print out with the ACCC Advisors, a friend, or anyone who shares in your decision making process.

HALL 1 – LEARN ABOUT SELF AND CAREER

⇒ Increase self understanding by completing inventories of your values, interests, and abilities.
⇒ Look at your present life roles
⇒ Decide how these roles may change in the future
⇒ Understand the nature and impact of transitions
⇒ Learn to weather a transition with minimal stress

HALL 2 – CHOOSE OCCUPATIONS

⇒ Get a list of occupations from the inventories completed in Hall 1.
⇒ Develop a list of occupations by job characteristics.
⇒ Select occupations from the world of work map
⇒ Get detailed information about occupations of your choice
⇒ Watch short video clips on occupations of your interest

HALL 3 – PLAN MY EDUCATION

⇒ Identify paths of training
⇒ Identify college majors
⇒ Get detailed information about schools of your choice
⇒ Identify sources of financial aid

HALL 4 – PLAN FOR WORK

⇒ Learn about job seeking skills
⇒ Obtain information about apprenticeships, internships and military service
⇒ Define your ideal jobs by examining your values and scores from the MBTI®

ABOUT THE MAP

- The World-of-Work Map arranges job families (groups of similar jobs) into 12 regions. Together, the job families cover all U.S. jobs. Although the jobs in a family differ in their locations, most are located near the points shown.
- A job family's location is based on its primary work tasks—working with DATA, IDEAS, PEOPLE, and THINGS.
- Six general areas of the work world and related Holland types are indicated around the edge of the map. Job Family Charts (available from ACT) list over 500 occupations by general area, job family, and preparation level. They cover more than 95% of the labor force.

BEST COPY AVAILABLE

for Windows®

User's Guide

WELCOME TO SIGI PLUS®

What is SIGI PLUS?

SIGI PLUS — pronounced "siggy plus" — is a very special tool that can help you to plan your career. Developed by a team of researchers and specialists at Educational Testing Service, SIGI PLUS (System of Interactive Guidance and Information PLUS) is one of the most advanced career guidance systems available. It combines the unique capabilities of the computer with thoroughly researched information about occupations, work-related values, interests, skills, educational programs, and more.

How can a computer help me decide on a career?

SIGI PLUS can help you examine your work-related values, interests, and skills systematically. Once you enter your own preferences, the program searches its built-in library and finds those careers that most closely match your preferences. It can save you literally *days* of leafing through catalogs and career books, and because its built-in library is so large, it may well find career options you never knew existed.

What can a computer know about me?

A computer is only a machine. It knows what you tell it; nothing more. That's why it's so important for you to think hard and respond honestly to the computer's questions. Even if it asks a question you've never really considered or that you find hard to answer, make the best choice you can. In this way, the career possibilities SIGI PLUS presents will be as accurate as possible.

What does SIGI PLUS include?

SIGI PLUS consists of an introduction followed by eight core sections, each covering an important step in the career planning and decision-making process. Since people have different goals, you may find some sections more useful than others. SIGI PLUS has been specially put together to show you how to choose the path through the system that's best for you.

The INTRODUCTION shows you how easy it is to navigate through the program and what the other sections contain. Afterward, you can decide where you want to go in the system.

If you're using SIGI PLUS for the first time, you may want to go through the entire program. Or, if you like, SIGI PLUS can recommend a pathway through the system to suit your situation. If you have specific questions, you can also go right to the section that deals with them. For example, if you want to find occupations related to your field of study, you can go directly to the SEARCH section and do a search by major. Or, if you want to find out more about a specific occupation, you can go directly to INFORMATION.

Because SIGI PLUS is flexible, you can use the program in a variety of ways to meet your individual career planning needs.

In this guide, you'll find descriptions of all the sections in SIGI PLUS along with brief explanations of how you can use the information in those sections.

1. INTRODUCTION

What's in SIGI PLUS?

In INTRODUCTION, you get an overview of SIGI PLUS and can choose which section you want to use next. You can:

- see clearly what's in the whole system
- decide which sections apply to you
- get a recommended pathway through the system

2. SELF-ASSESSMENT

What do I want? What am I good at?

In SELF-ASSESSMENT, you can:

- look at work-related *values* and decide what's most important to you
- choose the main *interest* fields you want to use at work

Copyright © 1996 All rights reserved. EDUCATIONAL TESTING SERVICE, ETS, the ETS logo, SIGI PLUS, and the SIGI PLUS logo are registered trademarks of Educational Testing Service. Windows is a registered trademark of Microsoft Corporation. Permission is hereby granted to licensees to reproduce this guide.

BEST COPY AVAILABLE

- look at various *activities* and decide which ones you like and can do well
- play a values game to help you clarify your work-related values

3. SEARCH

What occupations might I like?

In SEARCH, you can:

- choose features you want in your work
- choose features you want to avoid in your work
- receive a list of occupations that match what you asked for
- choose a college major and see a list of related occupations

4. INFORMATION

What occupations might I like?

In INFORMATION, you can choose one or two occupations at a time and ask specific questions about them, including:

- what skills each occupation requires
- possibilities of advancement in the field
- what the potential income is
- the national employment outlook in the field
- what the education requirements are

5. SKILLS

Can I do what's required?

In SKILLS, you can:

- see specific skills required for any occupation in SIGI PLUS, including managerial skills
- rate yourself on these skills
- see how job skills are applied in a chosen field. For example, SIGI PLUS can distinguish between the sorts of negotiating skills required of social workers, police officers, salespeople, and foreign service officers

6. PREPARING

Can I do what's required?

In PREPARING, you can:

- see typical preparation paths to any occupation in SIGI PLUS
- see the typical training or college education needed for any occupation in SIGI PLUS. (Then SIGI PLUS permits you to see not only courses and course descriptions, but even the work tasks that must be learned.)
- consider four important factors related to preparing: finding time, finding money, handling the difficulty, and staying motivated
- estimate your likelihood of completing preparation

7. COPING

Can I do what's required?

In COPING, you can:

- find out how to get practical help with issues related to preparing for a career, for example: finding time and money, arranging care for others, or obtaining academic credit for what you already know
- get suggestions about how to handle worries common to adults in a college or training situation, such as time management, fitting in, competing

8. DECIDING

What's right for me?

In DECIDING, you can look at as many as three occupations at a time. For each one you can ask:

- What are the rewards? Will I enjoy this occupation?
- What are my chances? Can I get in?
- All things considered, would this be a good choice for me?

9. NEXT STEPS

How do I put my plan into action?

In NEXT STEPS, you start moving toward your career goals by planning short-term strategies such as:

- getting more education or training
- developing new skills
- proving you can do the work
- building a network of contacts
- writing a resume (You can see a sample resume.)
- overcoming obstacles

GETTING STARTED

Can I use SIGI PLUS even if I don't know anything about computers?

Yes, you can! Despite its sophistication, SIGI PLUS is easy to use. You need no prior computer experience because SIGI PLUS uses plain English. It's as easy as point and click.

How long will it take me to use SIGI PLUS?

That depends on what you want. You can go through all the sections systematically or only those you think apply to you. A section can take anywhere from a few minutes to half an hour. If you prefer, you can work on just a few sections at a time and then come back for another session. You can stop whenever you want.

How private are my responses?

The system maintains confidentiality through its Student Record-Keeping capability. When you log in the first time, you choose a user ID and password. You simply enter your user ID and password when signing on again, and the computer matches it with your record file. Only you know what information you've put into SIGI PLUS.

How can I remember everything that SIGI PLUS provides?

You can make a printout of all the information provided by SIGI PLUS that you want to save. At the end of this booklet is a checklist of all the possible printouts you can make and directions for making them. This list will help you keep your printouts organized.

How do I get started?

You've already begun just by opening this booklet. Continue reading the questions and answers and look at the list of printouts you can make. Then go ahead and start to use SIGI PLUS. The INTRODUCTION appears automatically — after that, the program will guide you.

Can I erase an entry I've made?

Yes. Simply click on BACK.

Could I erase the SIGI PLUS program by mistake?

No.

How long will the message on a screen be visible before it changes?

In most cases, you decide how long you want to view each message. It will remain in front of you until you click on NEXT to move on to the next screen.

What is the questionnaire that appears when I'm signing off of SIGI PLUS?

When you exit, you will be asked to answer some questions about your experiences with SIGI PLUS. Answering the questions will take only a few minutes of your time and will help your counselor make more effective use of SIGI PLUS. Your responses will be completely confidential.

YOUR SIGI PLUS PRINTOUTS

Why do I need printouts?

SIGI PLUS provides a great amount of information — too much to remember. Printouts give you an accurate record of your work and are a valuable resource in any meetings you might have with a job counselor.

How do I get a printout?

You can get a printout of selected SIGI PLUS screens. This is helpful because it allows you to keep a permanent record of the work you've done. You can keep these printouts for reference and bring them to any sessions you may have with a career guidance professional. When a screen can be printed out, the PRINT button will be shown in full color. If you do not wish to make a printout, click on NEXT or CLOSE. If you want a printout, click on the PRINT button. The machine will do the rest.

On the next page, there's a list of all the possible printouts you can make with SIGI PLUS. As you make each printout, check it off in the space provided. If you use SIGI PLUS more than once, ask your counselor for a duplicate *Printout Checklist*. Keep your printouts in a folder to protect them from damage and loss.

SIGI PLUS PRINTOUT CHECKLIST

Name: _____ Date: _____

Check off the printouts you've made and file them in this order.

1. INTRODUCTION

- ___ 1-1 Special buttons
- ___ 1-2 What you can do in each section
- ___ 1-3 Your recommended pathway
- ___ 1-4L Local exit of section

2. SELF-ASSESSMENT

- ___ 2-1 Summary of values
- ___ 2-2 How you weighted your values
- ___ 2-3 Fields you're interested in
- ___ 2-4 Your most important activities
- ___ 2-5 Section summary
- ___ 2-6L Local exit of section

3. SEARCH

- ___ 3-1 List of occupations/features asked for
- ___ 3-2 Why an occupation is not on the list
- ___ 3-3 List of occupations related to a specific college major
- ___ 3-4 * List of occupations related to a specific Tech Prep cluster
- ___ 3-5L Local exit of section

4. INFORMATION

- ___ 4-1 Definition of occupation
- ___ 4-2 Description of work activities
- ___ 4-3 Typical job titles/specialties
- ___ 4-4 Work settings: indoor/outdoor
- ___ 4-5 Special problems/satisfactions
- ___ 4-6 Educational requirements
- ___ 4-7 Examples of courses
- ___ 4-8 Specific occupational training
- ___ 4-9 Personal qualifications
- ___ 4-10 Skills required
- ___ 4-11 Other requirements, experience
- ___ 4-12 Beginning income
- ___ 4-13 Average income
- ___ 4-14 Top earning possibilities
- ___ 4-15 How earnings vary
- ___ 4-16 Contribution to society
- ___ 4-17 Leadership
- ___ 4-18 Prestige
- ___ 4-19 Leisure
- ___ 4-20 Independence
- ___ 4-21 Variety
- ___ 4-22 Interest fields
- ___ 4-23 Employment outlook
- ___ 4-24 Where employed
- ___ 4-25 Security
- ___ 4-26 Advancement
- ___ 4-27 Where to find out more
- ___ 4-28 All of the above
- ___ 4-29L Local exit of section

* These printouts are available only if the Tech Prep option is activated.

5. SKILLS

- ___ 5-1 Summary of skills
- ___ 5-2 What you've said about yourself as a manager
- ___ 5-3 Section summary
- ___ 5-4L Local exit of section

6. PREPARING

- ___ 6-1 Overview of how to prepare
- ___ 6-2 Formal education or training
- ___ 6-3 Learning by doing
- ___ 6-4 Chances of preparing
- ___ 6-5 Section summary
- ___ 6-6 *Overview of how to prepare (Tech Prep)
- ___ 6-7 Educational/training options
- ___ 6-8L Local exit of section

7. COPING

- ___ 7-1 Record of time use
- ___ 7-4 Four-step method to estimate total preparation time
- ___ 7-5 To calculate preparation costs
- ___ 7-6 Internships
- ___ 7-7 Information about financial aid
- ___ 7-8 Child care
- ___ 7-9 Care for adults
- ___ 7-11 To find accredited home-study courses
- ___ 7-19 Where to write for information about testing programs
- ___ 7-19 CLEP
- ___ 7-19 ACT-PEP
- ___ 7-19 DANTES
- ___ 7-19 TECEP
- ___ 7-19 Credit for military training
- ___ 7-20 Colleges offering credit
- ___ 7-21 Credit for training
- ___ 7-22L Local exit of section

8. DECIDING

- ___ 8-1 Where occupations showed up on your Deciding Square
- ___ 8-2L Local exit of section

9. NEXT STEPS

- ___ 9-1 Overview of how to prepare
- ___ 9-2 Skills required
- ___ 9-3 Getting more education or training
- ___ 9-4 Developing new skills
- ___ 9-5 Proving you can do the work
- ___ 9-6 Building a network of contacts
- ___ 9-7 Writing a resume
- ___ 9-8 Sample resume
- ___ 9-9 Dealing with obstacles
- ___ 9-10L Local exit of section

10. SIGN-OFF

- ___ 10-1 You're now leaving SIGI PLUS
- ___ 10-2L Local exit of SIGI PLUS

22096 · 12734 · 5178460 · 298781 · Printed in U.S.A.

APPENDIX C
AUXILIARY GRANT-SUPPORTED SERVICES

PLACEMENT & CAREER SERVICES
CAREER RESOURCE CENTER

In October of 1998, the Career Resource Center (CRC) became part of Placement and Career Services. The move was a logical step to heighten the career exploration and career development experience at Oakland University. This process begins in the CRC with self-assessment and exploration of careers and majors and moves to the Placement offices for further development using resources such as Resume Expert and co-op and internship experiences.

The CRC provides a wide variety of career information for students who are undecided about a career and/or major. Computer-assisted career guidance programs like DISCOVER, SIGI PLUS and Focus II assess interests, abilities, and values; and PLEASE UNDERSTAND ME addresses the personality component of career development. The Michigan Occupational Information System (MOIS) was recently added to enhance occupational exploration, as well as provide information about financial aid, colleges and universities, and majors offered by these schools. Also, all of the CRC computers have Internet access so individuals may investigate the many career-related links available on the CRC website (http://phoenix.placement.oakland.edu/crc). Other resources include a video library of career information and many books and other publications.

The CRC resources are advertised through regular publications, brochures, referral sources, classes, and outreach presentations. Additionally, freshman orientation tours make a stop at the CRC, and a flyer detailing the CRC services is included in the folders given to both freshman and transfer students.

A variety of workshops are offered by the CRC throughout the school year. Presentations regarding the CRC as a tool for career development are made to groups of high school seniors, students in the residence halls, student life scholars, and new students in orientations. In addition, presentations are made to certain classes each semester outlining the benefits and use of the CRC. These classes may have assignments requiring in-depth usage and evaluation of the CRC's resources, including the computer-aided systems. Courses that may use the CRC's services include:

COM 101	Collegiate Communications
RHT 160	Composition II for Undecided Students
HRD 364	Career Development
CNS 640	Career Development Theory and Practice

Since coming under the direction of Placement and Career Services, the CRC has enjoyed steady growth as more students learn about the services. It is anticipated that peak usage will occur during the months of February, March, October, and

November. The CRC remains open during the spring and summer sessions, although usage is expected to decrease somewhat during this time.

Currently, coverage of the CRC is provided by a certified counselor and a graduate intern from the Counseling program. Interns from the Graham Health Center also staff the CRC on a limited basis. Having these students working in the CRC contributes greatly to the operation by providing valuable peer assistance that can be reassuring to students who are using the resource for the first time.

In general, user response has been overwhelmingly positive. Students maintain that the systems are fun and easy to use, provide helpful information, and give suggestions on where to go for further information. They also find the Internet access especially useful due to the wealth of information available in the CRC website. Another big hit for the students is the Placement and Career Services' Coalition website that links students to Oakland University alumni working in the students' fields of interest.

The Career Resource Center is available to Oakland University students, alumni, and affiliates. Located at 154 North Foundation Hall, the CRC is open Monday through Thursday, 10:00 a.m. to 4:00 p.m. Appointments to use the DISCOVER program are strongly recommended and generally available within 10 days to two weeks. Other resources may be used on a walk-in basis.

CAREER DEVELOPMENT TRAINING INSTITUTE AND THE ADULT CAREER COUNSELING CENTER

The Career Development Training Institute (CDTI) provides consultation, program development and career services to corporations seeking career development programs for its employees. It develops and delivers career assessment, career development and job search training to adults within their work site. In addition, CDTI staff develops training materials and programs for career development practitioners locally, nationally, and internationally.

The CDTI has been greatly appreciative of the services provided by the Adult Career Counseling Center. Participants in our corporate career planning programs and other community adults seeking career services have been referred to the ACCC. CDTI has provided consultation to ACCC staff.

CDTI is an outgrowth of the former Continuum Center, which was a multi-faceted adult career counseling and training center for over thirty years. Career staff training publications by the CDTI include "The Career Development Facilitator Curriculum", "Workforce In Transition: A Blueprint for Adult Career Development", and "Life-Work Portfolio."

APPENDIX D
BRIEF REPORT OF THE PONTIAC ADULT CAREER COUNSELING CENTER

PONTIAC ADULT CAREER COUNSELING CENTER

The Pontiac Adult Career Counseling Center (PACCC) opened its doors in February 1991, after three years of planning, to serve Pontiac area clientele seeking career planning and counseling. PACCC is a joint venture between Oakland University (OU) and Oakland Community College (OCC). Counselors are provided to PACCC through the Auburn Hills OCC counseling office while updated software and the assistance of a graduate student are provided by OU. PACCC operates under the co-direction of Karen Pagenette (OCC) and Dr. Jane Goodman (OU). PACCC also works with a community advisory board with membership consisting of individuals representing various community agencies.

PACCC services primarily Oakland County residents who are seeking assistance with career transition, planning, or examining career options. PACCC is not a job placement service. Counselors may assist clientele with resume writing, interviewing techniques, and world-of-work networking capabilities. Clients are serviced free-of-charge for an average of two to four sessions. Many clients choose to utilize the DISCOVER and MOIS programs. Clients may spend one to three sessions working one-on-one with a PACCC counselor on the DISCOVER and MOIS computer systems.

PACCC counselors also work closely with the Lake Orion Work First program. In this job club program, PACCC counselors administer several different tests within the four weeks. These tests include the Myers-Briggs Type Indicator (MBTI), the Test of Adult Basic Education (TABE), and the Self-Directed Search (SDS). Individual Service Strategies are also conducted individually with each Work First client to set goals, obtain an employment and education history, and to facilitate an action plan to gain employment.

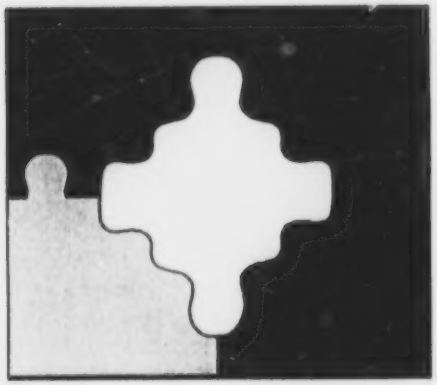
Outreach efforts continue at the PACCC in order to meet the needs of Pontiac and the surrounding communities that were originally intended to be targeted. PACCC hopes to obtain several bilingual assessment tools, release a bilingual brochure, and employ other marketing strategies in order to reach inner city bilingual populations.

PACCC continues to keep pace with a growing technological world. PACCC now has Internet capabilities in order to provide another service for clients. Clients now have the option of learning how to submit a resume on-line or access career sites that may be of interest. Career assessments may also be accessed as they become available.

PACCC continues to diversify in outreach activities as well as grow as a unique counseling center, which offers valuable career exploration services to area residents free-of-charge.

APPENDIX E
ADULT CAREER COUNSELING CENTER BROCHURE

The Adult Career Counseling Center



can help you put the pieces together!

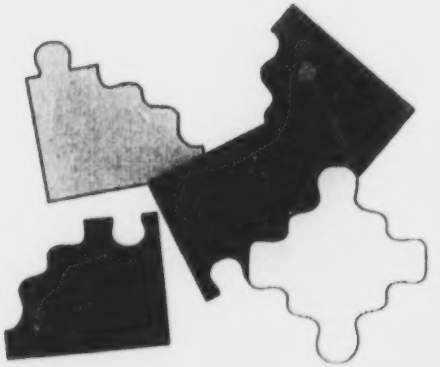
ARE YOU HAVING CAREER CONFUSION?

ARE THE PIECES OF YOUR CAREER FALLING INTO PLACE?

THE ADULT CAREER COUNSELING CENTER CAN HELP!

123 O'DOWD HALL
Oakland University
Rochester, MI 48039

ARE YOU PUZZLED



About your career choices?

For more information call
(248) 370-3092
E-mail: accc@oakland.edu
www.oakland.edu/counsel/accc

THE ADULT CAREER COUNSELING CENTER

The Adult Career Counseling Center offers confidential career guidance services to adults in the surrounding communities at no charge. The ACCC is a facility established to serve adults who are considering career changes, interested in assessing their strengths and potentials, or are simply reviewing possible career options. The ACCC is NOT a job placement service.

WHEN?

The ACCC is open Monday through Saturday, by appointment only. The ACCC is not open during the summer, university holidays and vacation periods.

WHAT?

The ACCC offers several career development services aimed at helping you make good career decisions. These services include:

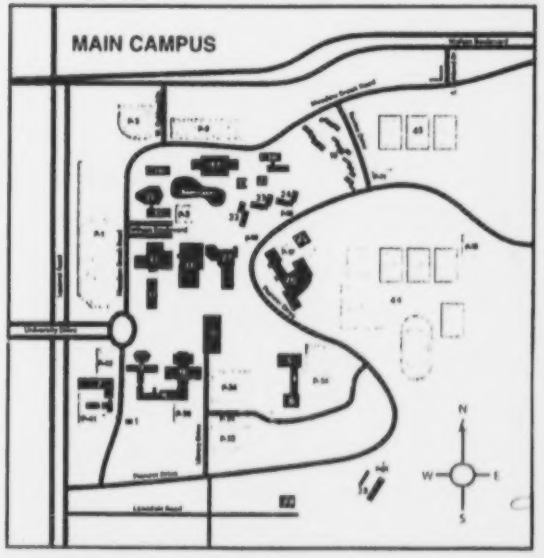
- **One on one counseling**
- **Computer-based career assessments**
- **Written career assessments**
- **Gathering occupational information**
- **Decision making**
- **Education planning**
- **Writing resumes & cover letters**
- **Interviewing skills & techniques**
- **Internet based career services**

Career advisors cannot tell you what to do or give you easy answers for your career decisions, but utilizing these services can ease your transition process, and will help you determine your next steps.

BEST COPY AVAILABLE

WHERE?

The ACCC is located in Room 123 (first floor) of O'Dowd Hall at Oakland University.

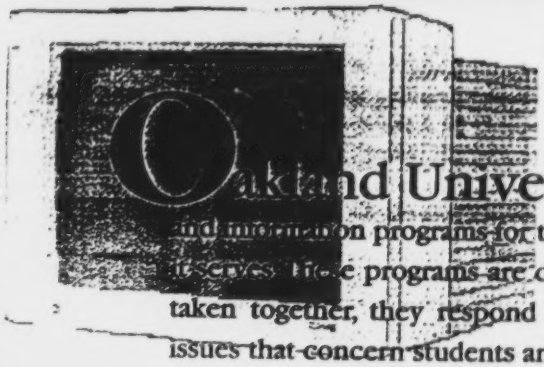


HOW CAN YOU MAKE AN APPOINTMENT?

To schedule an appointment with an ACCC Career Advisor, telephone (248) 370-3092.

APPENDIX F
CAREER COUNSELING RESOURCES AT OAKLAND UNIVERSITY

Career Counseling and Information Resources



Oakland University sponsors many career counseling and information programs for the citizens of the community and students it serves. These programs are designed to complement one another and, taken together, they respond to most of the occupational and career issues that concern students and community members. Each of these services offer a unique emphasis, such as job hunting skills preparation, assessment of interests and abilities or information about different kinds of jobs.

These programs present a rich offering of professional assistance for the person struggling with career decisions or confusion about future plans. However, this variety of services means that you, as a prospective client, must be careful to choose the service that will best meet your needs. This brochure is intended to help you in this selection process. Read it carefully and be certain to note the kind of services each setting provides, whom these programs are directed toward (community members, students, alumni), what fees are involved and when these services are available. This kind of thoughtful reading will help you to narrow your choice. If you are still unsure, get in touch with the service that seems most appropriate and explain to the staff person what you are looking for. That person will direct you to the proper setting.

Oakland University desires to enhance the quality of life for people of the community by sharing its educational resources and services with them. The professional services described here are an expression of this commitment.

BEST COPY AVAILABLE

ADULT CAREER COUNSELING CENTER

Eligible Clients
The Adult Career Counseling Center services adults in the community who are considering career transitions, assessing their strengths, interests and potentials and discussing possible career options. The ACCC does not, however, provide an employment service.

Services
1. Adults schedule appointment(s) to meet with an ACCC coordinator for an intake interview and orientation to a computer-assisted system, to work on that system, and discuss the results of this process with the coordinator.
2. Computer-assisted career guidance systems SIGI PLUS and Discover for Adults are available at the ACCC. These systems aid adults in reviewing their interests, skills, and work-related values; possible occupational fields; education and training opportunities; and pre-employment skills.
3. The Michigan Occupational Information System (MOIS) on computer and additional career resources are available for use.
4. Referral information about the other career counseling and training programs is available.

Appointments
Adults may sign up for appointments at the center by calling (248) 370-3092 or by stopping by the ACCC in person. You may also e-mail the ACCC at accc@oakland.edu or visit our web page at http://www.oakland.edu/counsel/accc.

Hours
The ACCC is open days and evenings Monday through Friday and on Saturday mornings. Hours change during the summer and holidays. Call (248) 370-3092 to check the schedule.

Fees
No fee is charged for the services of the ACCC.

Location
The Adult Career Counseling Center office is located in room 123 O'Dowd Hall.

THE OAKLAND UNIVERSITY COUNSELING CENTER

Eligible Clients
Career Testing and Counseling Center services are available to community members and Oakland University students. Clients range in age from 17 (high school seniors) on up. When high school students use these services, career planning guidance is provided to their parents as part of the counseling process.

Service
By means of an extensive battery of tests and a series of counseling sessions, clients are provided an opportunity for an in-depth exploration of career questions, career goals, and plans for realizing these goals. Many printed materials, including the Michigan Occupational System (MOIS), are used as aids in this process.

Specific services include:

1. Career counseling for adults and adolescents
2. Interest, ability and personal-style testing
3. Educational and career planning
4. Re-entry counseling (work and education)
5. Career development

Other services, in addition to the career-oriented ones, are offered at the Counseling Center. These include psychotherapy and personal counseling (adults, children, adolescents, families, couples and parents), psychological testing and consultation and specialized services for people suffering from loss and trauma experiences.

Appointments
Individuals seeking information may call (248) 370-3465. Requests for appointments may be made through the clinic secretary, either by phone or in person.

You may also e-mail the Counseling Center at: counsel@oakland.edu

Hours

Monday - Friday 8 a.m. – 5 p.m.
Evening hours by appointment.

Fees
Community members are assessed according to a sliding scale fee, based on family income. For Oakland University undergraduate and graduate students there is a minimal student fee.

Location
This program is part of the Counseling Center, located in the east wing of the Graham Health Center.

DEPARTMENT OF ACADEMIC SERVICES AND GENERAL STUDIES

Eligible Clients
The services provided by the Department of Academic Services and General Studies are primarily intended for Oakland University students, particularly freshmen and sophomores. However, community adults who are interested in career advising as it relates to educational programs at Oakland University also may contact this office.

Services
This office provides academic and career advising to students who are undecided in their major as well as those persons seeking the Bachelor of General Studies (BGS) degree. Students may engage in career exploration activities independently or with the assistance of a counselor. The office also serves as a referral source for the many services, departments and advisers throughout the campus.

Career Resource Center
The Career Resource Center (CRC) is located in the Academic Services and General Studies Department. It is available to students who wish to explore careers and majors. Four computer-assisted career guidance systems (Discover for Adults, SIGI PLUS, Focus II, and Please Understand Me) may be utilized in the CRC. In addition, a wide variety of written materials and career videos may be accessed. The Strong Interest Inventory and Career Decision-Making System (CDM) are available upon recommenda-

tion by a counselor for a minimal fee. Students may also attend various academic and career exploration programs, or seek individual career advising with a career counselor in the department.

Appointments
Appointments may be made by telephoning (248) 370-3227 or by coming to the office in person. Students who have questions or concerns that they would like to discuss with a counselor may also come in for "walk-in" advising. Please call the office for a current schedule for walk-in advising.

Hours

Monday - Friday 8 a.m. – 5 p.m.
Evening hours by appointment.

Fees
There are no fees for any of the services with the exception of a minimal charge for the interest inventories to cover the cost of the instrument and scoring.

Location
The Department of Academic Services and General Studies and the Career Resource Center are located in 121 North Foundation Hall.

OAKLAND UNIVERSITY LIBRARY

Eligible Clients
Oakland University Library services and collections are available to faculty, staff, students and community members. However, circulation of materials is limited to the Oakland community including members of the Alumni Association and guest-card holders.

Services
The library contains a large collection of career-related materials. These include books on how to write resumes and cover letters; information on job-hunting skills and procedures; and extensive materials that describe many kinds of careers, occupations, training programs and internships. Directories that identify manufacturers, businesses, agencies and educational settings are also available; as well as telephone books of 100 major cities and most Michigan cities and recent annual reports from the top 500 companies in the United States.

Assistance is available at the Reference Desk to help individuals locate needed information.

Library Hours

Monday – Thursday	7:45 a.m. – 11:30 p.m.
Friday	7:45 a.m. – 8:00 p.m.
Saturday	9:00 a.m. – 8:00 p.m.
Sunday	Noon – 11:30 p.m.

Reference Hours

Monday – Thursday	8:00 a.m. – 10:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Noon – 7:00 p.m.

These hours change during the Spring and Summer sessions and on Holidays. Call (248) 370-2492 to check on the schedule. You may also visit the library home page at http://www.kl.oakland.edu or e-mail questions to Reference Services at ref@oakland.edu.

Appointments and Fees
Most library services are available on a walk-in basis and there is no charge. Computer Search Services, however, is by appointment and there is a fee for the service. Photo copying machines are available in the library at the cost of 10 cents a page.

Locations
1. Kresge Library Building
2. Performing Arts Library in Varner Hall (Please call (248) 370-2134 for hours and services)

PLACEMENT AND CAREER SERVICES

Eligible Clients
These services are available only to Oakland University students and alumni. However, staff members are available to the community groups and organizations for consultation on career-related issues.

Professional Placement
Individual placement counseling and career information are available to all juniors, seniors, graduate students and alumni. Additional assistance is available to advanced students who are seeking career-related, part-time and seasonal work experience. Staff members conduct special seminars to assist all students in developing job search skills. Frequent job fairs and career information programs are also sponsored by this office. Other placement services include opportunities for graduating students and alumni to interview with employer representatives on campus, maintenance and referral of credential files for graduates and the publication of a bi-weekly jobs bulletin. Additionally, the department maintains an extensive library for the display and dissemination of employers' literature; videocassettes; job postings; career information; job search information; graduate/professional school testing applications; and career-related publications and magazines.

Experiential Education
In addition to its placement services, this office coordinates the Cooperative Education (work experience) programs for majors in the College of Arts and Sciences, the School of Business Administration and the School of Engineering and Computer Science as well as career-related student employment.

Placement and Career Services also organizes and directs the Oakland University Student Internship Program to provide paid internships in government agencies.

Appointments
Students and alumni can sign up for appointments by stopping at the office or by calling (248) 370-3250. An intake counselor is available on Monday - Thursday afternoons, 1:15 to 4:30 p.m., to answer questions on a walk-in (or call-in) basis.

Open Advising Hours

Monday - Friday	8 a.m. - 5 p.m.
Wednesday evening	5 p.m. - 6:30 p.m. (September - April)

Fees
There are no fees charged for services with the exception of minimal fees for sending credentials and Resume Expert Web registration.

Location
Placement and Career Services is located in Room 275 Vandenberg Hall (West).

You may reach Placement and Career Services on their web page at http://phoenix.placement.oakland.edu or e-mail them at placement@oakland.edu.

BEST COPY AVAILABLE

PRACTICUM COUNSELING CENTER

Eligible Clients
The Practicum Counseling Center (PCC) offers career and personal counseling services to both Oakland University students and members of the surrounding communities.

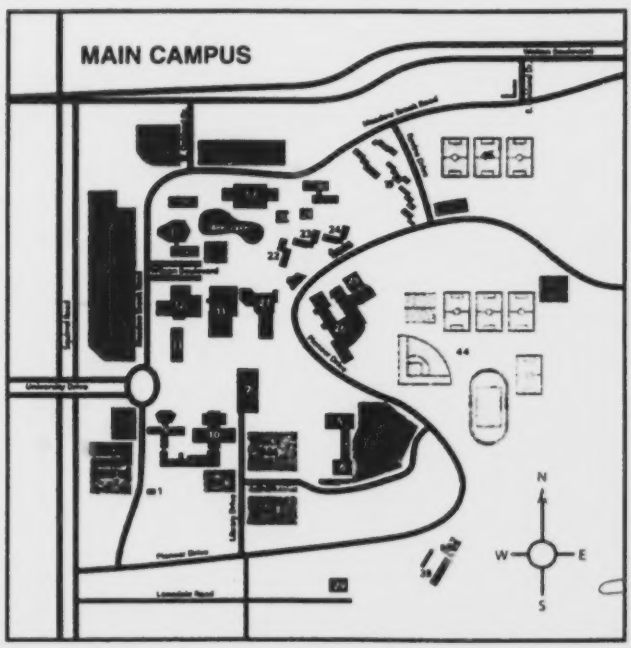
Services
Professional counseling services are available for a variety of issues such as; time management, test anxiety, depression, adjustment disorders, mid-life transition, grief, career search, separation from parents, low self-esteem, anxiety and many other topics. Individuals are matched with counselors who will work with them for one (50 minute) counseling session per week for approximately 5 to 10 weeks. The PCC is an instructional center for graduate students in their final training as counselors. Consequently, sessions are videotaped for the purpose of supervision by the counselor's professor. ALL TAPES ARE HELD IN STRICT CONFIDENCE AND ARE COMPLETELY ERASED AT THE END OF EACH SEMESTER. Clients sign a release form for videotaping at the first counseling session.

Appointments
Phone for an appointment at (248) 370-4187. You may also visit the web site at http://www.oakland.edu/counsel/pcc or e-mail PCC at pcc@oakland.edu

Hours
The Practicum Counseling Center is open Monday through Thursday 9 a.m. to 9 p.m., Friday 9 a.m. to 3 p.m., and Saturday 9 a.m. to 1 p.m. to accommodate the client's schedules. Because it operates on an academic calendar year, appointments are only available during the semesters and not during breaks or holidays.

Fees
There are no fees charged for services.

Location
The center is located in the lower level of O'Dowd Hall. The office is in 121 O'Dowd Hall.



BEST COPY AVAILABLE

ACADEMIC DEPARTMENTS

Individual departments often offer students a good source of information on careers associated with their majors. Each department has an individual who serves as chief adviser. Generally, this person or his/her designated associate focuses as a source of information on career training and employment opportunities. This is particularly true in instances where advanced training is involved.

In some instances, departments maintain information on careers directly related to their specific major. Students may contact those departments in which they have a particular interest in order to identify an adviser or simply to discuss options.

To locate a particular department, please call the university's general information number (248) 370-2100.

PONTIAC ADULT CAREER COUNSELING CENTER

Eligible Clients
The Pontiac Adult Career Counseling Center offers career guidance services to members of the surrounding communities. The PACCC is not a job placement service.

Services
1. The PACCC is a facility established by Oakland Community College and Oakland University to serve adults who are:
   - considering career changes
   - interested in assessing their strengths and potentials
   - reviewing possible career options
2. After an initial interview with a PACCC counselor, adults will develop an individualized plan to use the center services. The PACCC offers DISCOVER for Adults - a computer-assisted guidance program - and the Michigan Occupational Information System (MOIS). Other career assessments are also available.
3. These programs, along with counselor assistance, aid clients to:
   - clarify education and training options
   - gather career information
   - develop action plans to attain desired goals
4. Referral information about other career counseling and training programs is available.

Appointments
For appointments and information, call (248) 340-6793.

Hours
Hours are by appointment only.

Fees
There are no fees charged for services, except for the use of some assessment instruments and extraordinary services provided under contract.

Location
PACCC is located at Oakland Community College in the Pontiac Center. The address is 17 S. Saginaw in Pontiac.

38. Baldwin Memorial Pavilion
1. Campus Facilities and Operations
10. Dodge Hall of Engineering
16. Graham Health Center
47. Meadow Brook Greenhouse
9. Hannah Hall of Science
34. John Dodge House
26. Lepley Sports Center
33. Katke-Cousins Club House
43. Katke-Cousins Golf Course
35A Knole Cottage
7. Kresge Library
6. Varner Lab Theatre
32. Lowry Child Care Center
Meadow Brook
15 Art Gallery
35 Hall
42 Health Enhancement
40 Music Festival
40 Music Festival Box Office
15 Theatre
12. North Foundation Hall
13. Oakland Center
27. O'Dowd Hall
41. Shotwell-Gustafson Pavilion
2. Public Safety & Service Building
11. South Foundation Hall
6. Studio Theatre
37. Sunset Terrace
39. Trumbull Terrace
17. Vandenberg Hall
5. Varner Recital Hall
4. Varner Hall
14. Wilson Hall